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SMCRB5701-Z TouchScreen

User Manual

FastFind Links

Introduction

Configuring the TouchScreen

Managing System Security

Managing Connectivity Between the TouchScreen and Monitoring Stations

Managing Connectivity Between Home Devices and the Internet

Managing Environmental Devices

Maintaining and Configuring the TouchScreen

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SMCRB5701-Z TouchScreen User Manual

July 18, 2011

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Contents

Preface vii

Document Organization viii
Changes to this Revision viii
Document Conventions ix
Safety and Warnings ix
Typographic Conventions x

1 Introduction 11

Understanding Security Components 12
Understanding Security Zones 12
Understanding Alarms 13

2 Configuring the TouchScreen 14

Overview 15
Subscriber Portal 16
Understanding the TouchScreen Controls 16
Understanding the Screen 17
Security Status Header 17
System & Zone Trouble Header 18
Content Area 22
Home Screen 23
TouchScreen Apps (Widgets) 25
Installing TouchScreen Apps 26
Reordering Apps on the Home Screen 27
Uninstalling Apps 28
Low Power Mode 30
Show Security Cameras and Live Video 31

3 Managing System Security 33

Understanding Arming Modes 34
Arm Away Mode 35
Arm Stay Mode 36
Arm Night Mode 37
Arming and Disarming the System 37
Disarming the System 38
Arming the System 41
Canceling the Arming Process 43

Quickarming the System 44
Sending an Emergency Alarm 45
Protecting Against Smash-and-Grab Attacks 46
Managing Sensors 46
Disabling a Sensor 46
Viewing Your Zone Event History 48
Managing Cameras 49
Editing Key Fobs 55
Testing Your Alarms 55

4 Managing Connectivity Between the TouchScreen and Monitoring Stations 59

Viewing Signal Strength 60
Testing Your Connectivity 60

5 Managing Connectivity Between Home Devices and the Internet 61

Overview 62
Granting Home Network Router Access to the Internet 63
Hiding Access to Your Home Network Router from the Internet 65
Managing the Passcodes in your Security System 66
Managing Keypad Codes 66
Understanding the Duress Keypad Code 67
Managing Your Secret Word 68
Viewing Your Security Account Information 68

6 Managing Environmental Devices 69

Managing Lights 70
Dimming or Turning Off Lights 70
Modifying the Details of Your Lights 71
Adding a Lighting Device 72
Removing a Lighting Device from the TouchScreen 73
Managing Thermostats 73

7 Maintaining and Configuring the TouchScreen 76

Rebooting the TouchScreen 77
Recalibrating the TouchScreen 77
Configuring TouchScreen Brightness and Dimming 78
Manually Placing the TouchScreen in Night Mode 79
Configuring Default Screen Brightness 79
Configuring Automatic Screen Dimming and Night Mode Dimming 80
Configuring the Screen to Dim After a Period of Time Elapses (Night Mode) 81
Configuring the Screensaver 82

Configuring Tones and Volume Levels 83
Setting Event Tones....83
Setting Tone Volume Used When a Zone Event Occurs....85
Cleaning the TouchScreen 86
Viewing TouchScreen Specifications 86

Appendix A - Using the Key Pad 87

Mounting the Key Pad 88
Changing Key Pad Batteries....89
Checking System Status....89
Arming the System 89
Arm Away Mode....89
Arm Stay....90
Disarming the System....90
Sending an Emergency Police Alarm....90

Appendix B - Using the Key Fob 91

Changing the Batteries in the Key Fob....92
Checking System Status....92
Arming the System 93
Arm Away Mode....93
Arm Stay....93
Disarming the System....93
Sending an Emergency Police Alarm....93

Appendix C - TouchScreen Installation & Maintenance 94

Battery Requirements....94
Installation Information....94
TouchScreen Installation Options 94
Positioning the TouchScreen 94
Mounting the TouchScreen on the Wall Mount 96
Separating the TouchScreen from the Wall Mount....99
Recommendations for Sensor Installation and Placement 99
Door/Window Sensors and Glass Break Detectors 99
Glass Break Detectors 99
Motion Detectors....100
Smoke Detector Installation Recommendations....101
Camera Installation Recommendations 102
System Limitations....102
Emergency Preparation 102

Appendix D - Quick-Reference Tables 104

Appendix E - Compliances 107

E.1 FCC Notice 107
E.2 Device Purpose 107
E.3 UL1023 Notice 107
E.4 UL985 Notice 107
E.5 UL1635 Notice 108
E.6 ULC S545 Notice 108
E.7 UL985 Notice 108
E.8 ETL Notice 108
E.9 Limitations of Security Products 108

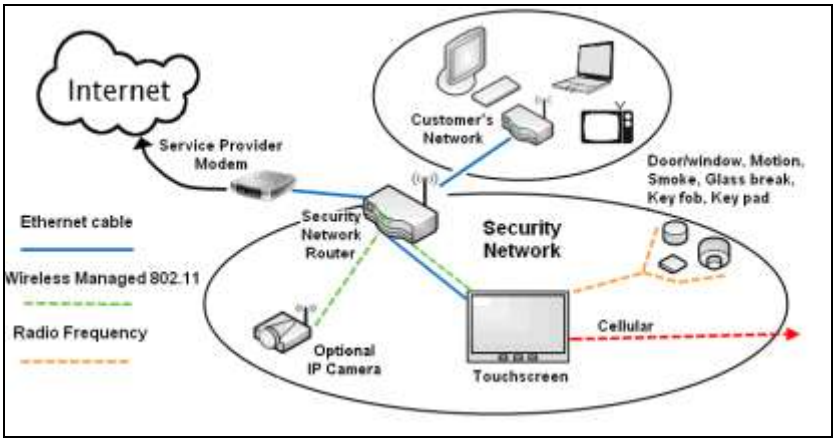
Index 109

Preface

Congratulations on your purchase of the SMCRB5701-Z Security, Monitoring, and Automation Gateway security system. This manual contains all the information you need to use the security system.

By reading this document, you will learn how to:

- Operate the TouchScreen device
- Arm and disarm your security system
- Send a panic alarm
- View system status and arm/disarm the system
- Manage connectivity between the TouchScreen and the Central Monitoring Stations
- Manage pass codes
- Manage security zones
- Manage emergency dispatch contact information
- View history logs
- View account information



Document Organization

This document consists of the following chapters and appendixes.

- **Chapter 1 –** provides an overview of the Security system, describes the system requirements, and provides a quick reference for setting up the Security system in a customer premises.
- **Chapter 2 –** describes how to configure the Security system.
- **Chapter 3 –** describes how to manage system security.
- **Chapter 4 –** describes how to manage connectivity between the TouchScreen and monitoring stations.
- **Chapter 5** – describes how to manage connectivity between home devices and the Internet.
- **Chapter 6 –** describes how to manage lights and thermostats.
- **Chapter 7 -** describes how to maintain and configure the TouchScreen.
- **Appendix A -** describes how to use the key pad.
- **Appendix B -** describes how to use the key fob.
- **Appendix C -** provides TouchScreen installation and maintenance information.
- **Appendix D -** includes quick-reference tables.

Changes to this Revision

- Added a new “Compliances” section on page vii.
- Under “Understanding Security Zones,” added a note below Table 1-1 about bypassing zones.
- Added the note on page 15.
- Replaced Figure 2-1.
- In Table 2-2:
  - Revised the description for the message “Broadband connection failed.”
  - Added the new message “Camera Connection Failed.”
  - Revised the resolution for the message “Sensor Battery Low.”
  - Revised the cause and resolution for the message “Sensor Communication Failure.”
  - Revised the cause and resolution for the message “Sensor Tamper Detected.”

- Updated the sections “Understanding the TouchScreen Controls,” “Low Power Mode,” and “Show Security Cameras and Live Video.”
- Under “Arming and Disarming the System,” added new second bullet about the Security app screen appearing.
- Revised the procedures “Disabling a Sensor” and “Viewing Your Zone Event History.”
- Revised the procedure “Viewing Signal Strength” and “Testing Your Connectivity.”
- Added new Chapter 6, “Managing Environmental Devices.”
- Added the new section “Recalibrating the TouchScreen.”
- Revised the procedure “Cleaning the TouchScreen.”
- Revised the procedure “Sending an Emergency Police Alarm.”
- Added new Appendix E - Compliances, which lists the compliance information for the RB5701-Z TouchScreen.

Document Conventions

This document uses the following conventions to draw your attention to certain information.

Safety and Warnings

This document uses the following symbols to draw your attention to certain information.

Symbol	Meaning	Description
	Note	Notes emphasize or supplement important points of the main text.
	Tip	Tips provide helpful information, guidelines, or suggestions for performing tasks more effectively.
	Warning	Warnings indicate that failure to take a specified action could result in damage to the device.
	Electric Shock Hazard	This symbol warns users of electric shock hazard. Failure to take appropriate precautions such as not opening or touching hazardous areas of the equipment could result in injury or death.

Typographic Conventions

This document also uses the following typographic conventions.

Convention	Description
Bold	Indicates text on a window, other than the window title, including menus, menu options, buttons, fields, and labels.
Italic	Indicates a variable, which is a placeholder for actual text provided by the user or system. Angled brackets (< >) are also used to indicate variables.
`screen/code`	Indicates text that is displayed on screen or entered by the user.
< > angled brackets	Indicates a variable, which is a placeholder for actual text provided by the user or system. Italic font is also used to indicate variables.
[ ] square brackets	Indicates optional values.
{ } braces	Indicates required or expected values.
| vertical bar	Indicates that you have a choice between two or more options or arguments.

1 Introduction

Before you configure the SMCRB5701-Z security system, become familiar with the concepts described in the following sections in this chapter:

- Understanding Security Components (page 12)
- Understanding Security Zones (page 12)
- Understanding Alarms (page 13)

Understanding Security Components

The equipment associated with the Security system includes:

- TouchScreen - the device used to interface with your security system.
- A/C Adapter - provides power to the TouchScreen from an outlet in your secured premises.
- Doorway/Window Sensor - monitors the opening and closing of potential entry and exit points.
- Indoor Motion Sensor - monitors movement within the premises.
- Indoor camera - can be configured to take a series of pictures if a particular sensor is faulted. Up to six cameras can be installed in your security system.
- Security Network Router - the hub of your security network. This device is installed between your broadband modem and home network router.
- Thermostats - remotely controls the indoor temperature of the premises.
- Smoke Detector - sounds an alarm when smoke is detected.
- Lights - devices that can be remotely controlled using the security system.

Understanding Security Zones

Security zones are the sensors that detect movement and the opening and closing of doors and windows. The sensors communicate wirelessly with your TouchScreen. Security zones are added to the system and configured by your installer. You can enable and disable each security zone using the Security widget. For more information about Entry/Exit delays, see “Understanding Arming Modes” on page 34.

Table 1-1. Types of Security Zones

Security Zone Function	Description	Sensor Type
Entry/exit	For doorways that are used to enter the premises. When the system is armed, faulting this type of sensor starts an Entry Delay countdown rather than sending an immediate alarm. During Exit Delay, this zone can be repeatedly faulted. Doorways can be configured to be entry/exit or non-entry/exit.	Door/Window
Perimeter	If faulted when the system is armed or during an Entry/Exit delay, an alarm is tripped.	Door/Window sensor Motion detector Glass Break detector
Interior Follower	Monitors the internal living spaces of the premises and triggers an immediate alarm if the system is armed in Away mode. Not armed when the system is in Armed Stay mode.	Motion detector
24-Hour Inform	When this security zone is tripped, there is no alarm; however, an event is recorded in the history and the TouchScreen makes a configured sound.	Door/Window sensor Motion detector Glass Break detector
24-Hour Fire	Generates an immediate fire alarm if triggered.	Smoke alarm

Note: To bypass a zone from the TouchScreen, touch **Turn Zone Off** and enter your passcode. To bypass a zone from a Honeywell Vista 20P keypad, enter your user code, press the **Bypass** key, and press the 2-digit number of the zone to be bypassed.

Understanding Alarms

When an alarm is tripped, an audible alert sounds. From that point, you have a specific amount of time (default: 30 seconds) to enter your keypad code. If a valid keypad code is not entered within a specific time (default: 30 seconds) of the audible alarm sounding, a message is sent to a central-monitoring station. For more information, see “Disarming the System” on page 38.

The central-monitoring station tries to contact the persons listed on the account. If the station reaches a person listed on the account, the station asks for the Secret Word to affirm whether a genuine emergency is occurring. If no one on the list can be contacted, or if the person contacted gives the wrong Secret Word, the central-monitoring station dispatches police or other appropriate emergency personnel immediately.

If the alarm is not cleared within 4 minutes, the system resets, so it can monitor additional alarm events. If a sensor is faulted too many times, resulting in alarms, no more alarms are sent to central monitoring for 48 hours or until the security system is disarmed.

2 Configuring the TouchScreen

This chapter described how to configure the TouchScreen.

The topics covered in this chapter are:

- Overview (page 15)
- Subscriber Portal (page 16)
- Understanding the TouchScreen Controls (page 16)
- Low Power Mode (page 30)
- Show Security Cameras and Live Video (page 31)

Overview

The TouchScreen's default settings are configured from the Settings widget. To access the Settings widget, use the following procedure.

Note: You cannot access the Security widget if the security system is armed.

1. From the Home screen (see Figure 2-1 on page 16), touch the **Settings** app.

The Keypad screen appears.

2. Touch the numbers to enter your keypad code. The Settings menu appears.

From the Settings app, you can:

- Manage Quickarm settings – see page 44.
- Manage how sensors are listed in TouchScreen reports and tools – see page 48.
- Manage your cameras – see page 49.
- Test your alarms – see page 55.
- View and test the TouchScreen's connectivity to the central-monitoring stations – see page 55.
- Manage your keypad codes and secret word – see page 66

– View your account information – see page 68.

– Manage your TouchScreen sounds, screensaver, and so on – see page 76.

– View technical information about your TouchScreen – see page 86.

Subscriber Portal

The Subscriber Portal is a Web-based tool that lets you connect to your Security system remotely. You can access the Subscriber Portal from a PC or mobile Internet device. Many operations that can be performed from the TouchScreen can also be performed from the Subscriber Portal. Some operations, such as modifying your account information or managing which widgets are accessible from your TouchScreen, can only be performed from the Subscriber Portal.

Your installer has provided you with the URL address of the Subscriber Portal, along with a username and password for accessing the Subscriber Portal.

Understanding the TouchScreen Controls

Figure 2-1 shows the key areas of the TouchScreen and Table 2-1 describes them. For more information, see the page number in the “For More Information” column.

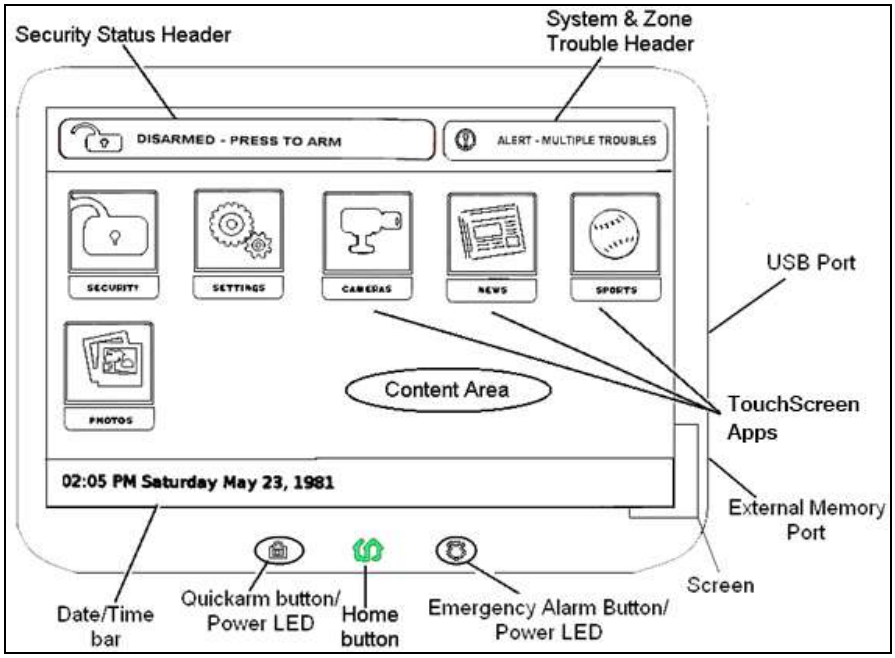


Figure 2-1. TouchScreen Device Home Screen

Table 2-1. TouchScreen Controls

Control		Description	For More Information
Screen		Interfaces with your TouchScreen	See page 17
Home button		Press this button to go to the TouchScreen Home screen. The button is located at the bottom-center in front of the device.	See page 23
Quickarm button		Press this button to start the Quickarm function. The button is located at the bottom left in front of device. When A/C power is available, this button is lit.	See page 44
Panic button		Press the button and then touch Fire to send an alarm for emergency fire assistance, Medical to send an alarm for emergency medical assistance, or Police to send an alarm for police assistance.	See page 45

Understanding the Screen

The TouchScreen screen is used to interface with your security system. It provides:

- A real-time view of the system statuses
- Tools to manage your security system
- Additional optional applications

If the screen is black (showing nothing), it means the system is not receiving A/C power. The display is powered off to conserve battery life.

The screen is organized into the following sections:

- Security Status Header - see “Security Status Header,” below.
- System & Zone Trouble Header - see page 18.
- Date/Time Bar - see Figure 2-1.
- Content Area - see page 22.

Security Status Header

The Security Status header in the top-left area of the TouchScreen shows whether the system is armed or disarmed, along with other information. Touch this header to arm or disarm the system.

During troubles that would prevent arming, such as if a monitored door or window is opened, an announcement replaces the Arm/Disarm status. For example:

If you touch this header at this time, the **Arm System** tab of the Security widget appears:

During the Exit Delay, the header changes to show the number of seconds before the system is armed. For example:

During the Entry Delay, the header changes to show the number of seconds before the system is armed. For example:

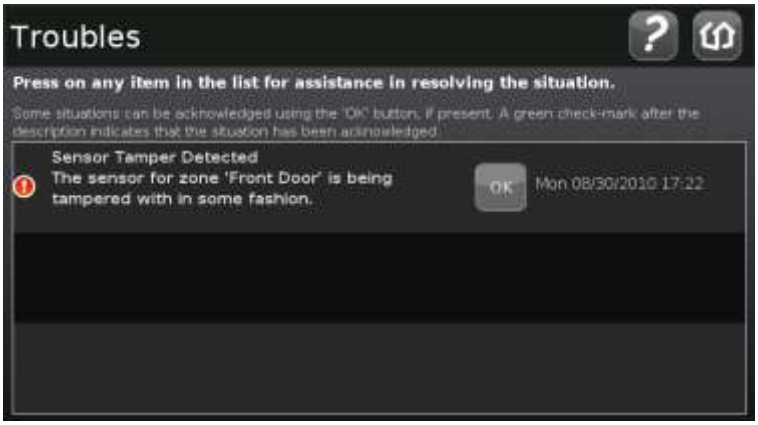
System & Zone Trouble Header

The System & Zone Trouble header appears in the top-right area of the TouchScreen when:

- There is a connectivity (cellular, broadband, etc.) or a power problem with the TouchScreen.
- A sensor goes down, such as due to a battery failure.
- A sensor is being tampered with, such as the cover being opened.

When the system reports trouble, it sounds an audible alert regularly to ensure you are aware of the problem.

If a System & Zone header appears, touch it to display the Troubles list. The Troubles list shows all the current troubles with TouchScreen and the sensors. For example:


Troubles
Press on any item in the list for assistance in resolving the situation.
Some situations can be acknowledged using the 'OK' button, if present. A green check-mark after the description indicates that the situation has been acknowledged.
Sensor Tamper Detected
The sensor for zone 'Front Door' is being tampered with in some fashion.
OK
Mon 08/30/2010 17:22

Touch the text next to the to view help about resolving the trouble. For example:

Troubles
Sensor Tampered
Make sure that the sensor cover on the Back Door sensor is securely attached to the sensor base.
If the problem persists, you may choose to acknowledge the problem for now so that you may successfully arm your system.
Acknowledge Problem
Return

Touch

to mark the trouble as *acknowledged* . An acknowledged trouble mutes its audible alerts for 12 hours. After that time, the trouble begins alerting again. You must acknowledge it by tapping the **OK** button again to silence the alerts.

From the resolution information, you can:

- Touch **Return** to view the Troubles list again, and choose to acknowledge the current trouble or view the resolution information for other troubles.
- Touch **Acknowledge Problem** to acknowledge the current trouble immediately and return to the Troubles list.

Table 2-2. System & Zone Trouble Header Messages

Component	Cause	Solution
AC Power Loss	TouchScreen is not receiving A/C power. The system is in Low Power Mode (see "Low Power Mode" on page 30).	Confirm that the power adapter is plugged into the TouchScreen. Confirm that the power adapter is plugged into an unswitched outlet. Confirm that the unswitched outlet has power. Install the power adapter into another outlet.
Alarm communication failed	The TouchScreen is neither accessing the Internet through the local network nor has cellular connectivity.	Restore Internet connectivity as soon as possible. If the lack of cellular connectivity persists, contact Customer Care.
Battery failure	The TouchScreen backup battery is dead and there is a loss of external power. After external power is restored, it takes approximately 21 hours for the battery to fully charge.	When AC power is restored, the battery will recharge. If not, check the battery connection.
Battery Low	Battery for the identified sensor is low. See "Sensor Battery Low" later in this table.	Confirm that the power adapter is plugged into an unswitched outlet. If A/C power is connected but has been off for an extended period, the battery may still be charging.
Battery Removed	The TouchScreen battery has become detached.	Open the battery cover and check the battery connection.
Broadband connection failed	The TouchScreen is not accessing the Internet through the local network, but the device still has cellular connectivity.	Restore Internet connectivity as soon as possible. Cellular connectivity allows only enough communication with central monitoring to communicate major events such as alarms.
Camera Connection Failed	The TouchScreen cannot communicate with one of your IP cameras.	Be sure the camera is powered on and within range of the Wi-Fi router. The power indicator light on the camera should be ON **solid**.
Cellular communication failed	The TouchScreen cannot communicate over the cellular network.	If this problem persists, contact Customer Care.
Communication Jammed	The TouchScreen has detected an attempt to jam its communication with the sensors. Someone is using a device designed to scramble the radio-frequency (RF) signal of the sensors.	This could be a burglary in progress.
Lost Power	External power for the sensor or device named in this alert is not connected. Applies to devices that require external power.	Restore power to the sensor or device as soon as possible to avoid draining the battery.
Low Battery Detected	Battery for the identified sensor is low.	Replace the battery as soon as possible.
Needs Cleaning	Sensor named in this alert is dirty or dusty	Clean the identified sensor.
Network connection failed	No broadband or cellular connectivity to the TouchScreen.	Restore Internet connectivity as soon as possible. Contact Customer Care to report your loss of cellular connectivity.

Component	Cause	Solution
Sensor Battery Low	Battery for the sensor named in this alert is low. A low battery report is issued when the battery reaches 2.75v for sensors and key pads, and 2.6v for key fobs.	Replace the battery as soon as possible. Replace with a battery of the same size and capacity. If you cannot replace the battery immediately, you can acknowledge the problem (touch **OK** in the Troubles list) for now to arm your system. If the problem persists after replacing the battery, contact Customer Care.
Sensor Communication Failure	TouchScreen cannot communicate with the identified sensor. The most common cause for a sensor communication failure is a low battery. The TouchScreen checks its communication integrity with the sensors every 27 minutes. This message is posted when the sensor fails two checks in a row.	Replace the battery or replace the sensor. Replace the battery immediately with a battery of the same size and capacity. If you cannot replace the battery at this time, you can acknowledge the problem for now to arm your system. If the problem persists after replacing the battery, contact Customer Care.
Sensor Communication Jammed	TouchScreen communications with the identified sensor is being jammed. Someone is using a device designed to scramble the sensor's RF signal.	This could be a burglary in progress.
Sensor Lost Power	External power for the identified sensor or device is not connected.	Restore power to the sensor or device as soon as possible to avoid draining the battery.
Sensor Needs Cleaning	Identified smoke detector is dirty or dusty.	Clean the identified smoke detector.
Sensor Tamper Detected	Cover of the identified sensor has been removed.	Be sure the sensor cover on the sensor is securely attached to the sensor base. For smoke detectors, be sure the cover is securely positioned in the twist-lock position on the base. If the problem persists, you can acknowledge the problem (touch **ACK**) for now to arm your system until Customer Care can provide a permanent solution.
Sensor Test Button Pressed	The Test button for the identified sensor was pressed.	If a sensor test is not in progress, check the identified sensor.
System Battery Low	The TouchScreen has lost A/C power and is on battery backup. The battery voltage is 3.7v, which is about 5% remaining power. Complete loss of power to the TouchScreen is imminent.	Check the A/C adapter. Restore A/C power to the TouchScreen as soon as possible.
System not ready to Arm	A door or window is open.	Open the Security app and check the security zones for an open door or window.
System Power Lost	The TouchScreen has lost A/C power and is on battery backup.	Check the A/C adapter. Restore A/C power to the TouchScreen as soon as possible.
System Upgrade in Progress Message	Firmware is being updated.	No action required. Message will go away when the update completes.

Component	Cause	Solution
System will not Arm	You entered an invalid keypad code when trying to arm the system.	Try to enter the security code again. Use the Settings app to add, edit, and delete keypad codes. Contact Customer Care.
Tamper Detected	The cover of the identified sensor or device is removed.	Check the sensor or device.
Zone Swinger Shutdown	A sensor has shutdown too many times, resulting in alarms (default is one time). No more alarms will be sent to central monitoring for 48 hours or until the security system is disarmed. The Swinger Shutdown feature prevents a runaway TouchScreen from tying up the central station.	Disarm the system to stop the swinger shutdown. Contact customer care to discover the maximum number of alarms sent to central monitoring before swinger shutdown occurred for your system.

Content Area

The content area contains the interactive functionality of your TouchScreen. The TouchScreen apps (widgets) are displayed here. When you use or modify an app, the menus and tools appear here.

Figure 2-2. Content Area

Home Screen

The Home screen is the default interface when you access the TouchScreen screen. Return to this screen at any time by:

Pressing the **Home** button at the bottom-center of the TouchScreen.

Touching the **Home** icon in the top-right of any screen, except the Home screen.

The Home screen displays up to 10 TouchScreen apps at a time. The apps resemble those installed on a smart phone. If you have more than 10 apps installed on the TouchScreen, the additional apps appear on additional screens.

Screen buttons below the apps denote the number of screens the TouchScreen is currently using to accommodate all the installed apps In Figure 2-3, the two indicators mean the TouchScreen has two screens to accommodate its installed apps.

Think of the multiple screens as residing next to each other in a line. The green indicator represents the screen currently displayed.

Figure 2-3. Example of Two Screens Available on This TouchScreen

To access another screen of TouchScreen apps:

1. Swipe your finger from right to left across the TouchScreen.

1.) Sweep your finger over the screen from right to left
uControl
2.) The screen is dragged over to reveal the next screen to the right.

2. To return to a previously viewed screen, sweep your finger from left to right across the TouchScreen.

TouchScreen Apps (Widgets)

TouchScreen apps are applications that provide additional functionality through the TouchScreen. The Security and Settings apps are non-optional apps. The Cameras, Thermostats, and Lights apps are automatically installed if you have those devices connected to your system. All other apps can be fully managed from the TouchScreen using the Settings app:

- To install available apps to the TouchScreen, see page 26.
- To reposition the order that apps are displayed in the Home screen, see page 27.
- To uninstall apps from the TouchScreen, see page 28.

The following summary describes the available apps.

Select the **Security app** to view options related to arming or disarming the system, enabling or disabling security zones, and viewing history logs' recent security zone events.

Select the **Settings app** to access tools to modify the TouchScreen configurations.

Select the **Cameras app** to view a live feed of all the cameras in your security system.

Select the **Thermostats app** to view the current state of all your thermostats.

Select the **Lights app** to view the current state of all your light control devices.

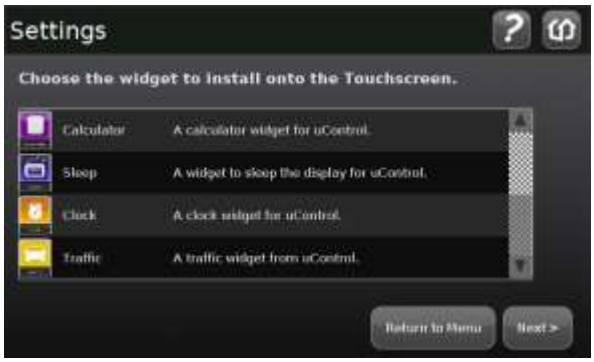
Installing TouchScreen Apps

You can install custom apps on your TouchScreen.

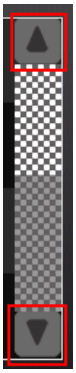
To install an app on the TouchScreen:

1. From the **Settings** app (see “Configuring the TouchScreen” on page 14), touch **Widgets > Add a Widget**.

   A list of apps available for installation appears.



2. Touch the Up and Down arrows on the scrollbar to expose additional apps.



3. Touch the app you want to install and touch **Next**. The app to be added appears, along with a view of the initial screen of the app.

4. Touch **Next**. The TouchScreen displays the following confirmation:

   ```
   The [name] widget was installed successfully.
   ```

5. Touch **Next** to redisplay the list of apps available for installation.

Note: The TouchScreen will not receive your updates if your device does not currently have broadband access. When broadband access is restored, the new apps are installed.

Reordering Apps on the Home Screen

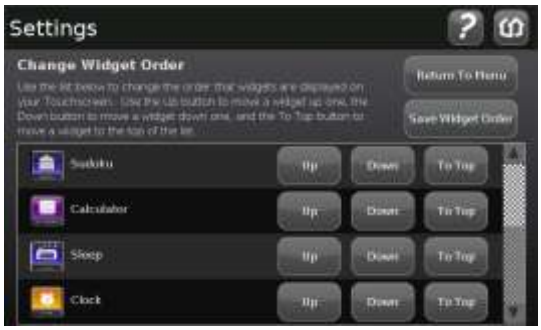
System apps and device apps are always displayed first in the Home Screen. Custom apps are displayed, by default, in the order they were installed. The Home screen can accommodate up to 10 apps. Additional apps are displayed on subsequent screens.

Figure 2-4. Examples of Apps on Home Screen

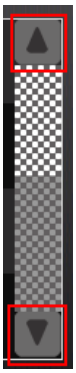
To change the order of the apps displayed in the Home screen:

1. From the **Settings** app (see “Configuring the TouchScreen” on page 14), touch **Widgets > Reorder Widgets**.

A list of installed apps appears.



2. Touch the Up and Down arrows on the scrollbar to expose additional apps.



3. Touch **Up** to move the app higher in the sequence of displayed apps, or **Down** to move it lower. If you touch **To Top**, the app appears first in the list of sortable apps.
4. When the apps are in the desired order, touch **Save Widget Order**.
5. Touch **Return to Menu** to return to the Settings screen.

Uninstalling Apps

Custom apps can be uninstalled from the TouchScreen. System apps (Security and Settings) and device apps (such as Cameras or Thermostats) cannot be uninstalled.

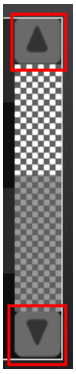
To uninstall an app:

1. From the **Settings** app (see “Configuring the TouchScreen” on page 14), touch **Widgets > Remove a Widget**.

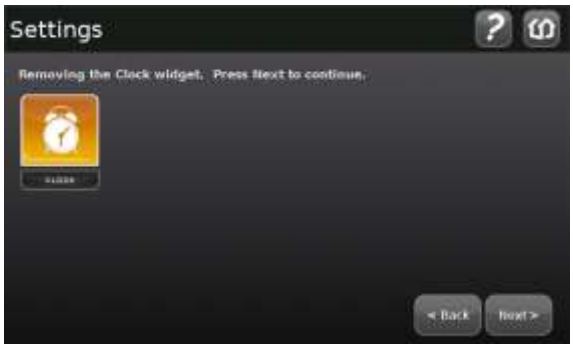
A list of installed apps appears.

.

2. Touch the Up and Down arrows on the scrollbar to expose additional apps.



3. Touch the app you want to uninstall and touch **Next**. The app being removed is displayed.



4. Touch **Next**. The TouchScreen displays the confirmation message:

   `The [name] widget has been removed.`

5. Touch **Next** to redisplay the list of installed apps.

Low Power Mode

The TouchScreen is powered by a back-up battery and A/C power. When A/C power is lost, the TouchScreen places itself in Low Power mode.

Warning: Low Power Mode is an emergency backup mode that ensures your security system will continue to communicate alarms during unforeseen power outages. During Low Power Mode, your system loses remote control functionality and only broadcasts major system events such as alarms.

If A/C power to the TouchScreen is lost, the following occurs:

1. The **Quickarm** button LED and the **Panic Alarm** button LED go dark.
2. The TouchScreen stops communicating over broadband with the central-monitoring station and the system servers. If the premise loses power, the router will be down as well.
3. The TouchScreen stops sending heartbeat signals to the system servers over cellular.
4. The TouchScreen reports an AC Power Loss trouble in the Trouble Header.
5. If connectivity is available , the TouchScreen tries to send an AC Power Loss message to the system servers over a cellular connection. If the system servers receive the message, the Subscriber Portal and other mobile devices report AC Power Loss trouble and will never report a Connectivity Loss trouble messages for as long as Low Power Mode continues.

Note: The Subscriber Portal and mobile devices might eventually report a loss of broadband and cellular connectivity if the AC Power Loss message was not received for some reason. In this case, they will not report AC Power Loss trouble.

6. Fifteen seconds after the attempt to send the message, the TouchScreen screen goes dark.
7. While in Low Power Mode:

– Tapping the screen “wakes up” the TouchScreen temporarily to display the Home screen; however you will not be able to use any TouchScreen apps that need to communicate with remote sources. For example, you will not be able to use the News app or Photo app at all.

– The TouchScreen stays awake only long enough to continue communicating with the sensors and monitoring for other events.

– Most non-alarm events are not sent to the system servers or the central-monitoring station, although you can view them in the History (page 48) on the TouchScreen only. The exceptions are:
  - Alarms
  - Arming the system
  - Disarming the system
– If back-up battery power drops below the required operational levels:
  - The screen does not wake up when it is tapped.
  - There is no broadband or cellular connectivity.
– Otherwise, the TouchScreen remains operational. It continues to communicate with sensors and peripherals, so it might emit sounds based on security zone events. When the TouchScreen is in this state, the device reboots automatically 90 seconds after A/C power is restored.

8. Just before the TouchScreen goes completely dead due to the loss of battery power, it tries to send a “Loss of Power” message to the system servers over the cellular connection.

Show Security Cameras and Live Video

From the TouchScreen, you can display an overview of all the cameras in your security system.

See “Managing Cameras” on page 49 for information about how to:

- Modify the video quality displayed by a camera
- Change the name label on the camera
- Associate the camera with a zone, so the camera takes a series of pictures when the zone initiates an alarm
- Turn the camera LED on or off

To display the images or live video from your cameras:

1. From the Home screen, touch the **Camera** app.

Images of all the camera views are displayed and updated every five seconds.

If there is only one camera attached to the security system, the camera view displays live video.

2. To view live video from a camera, tap an image.

3. If the TouchScreen loses connectivity with the camera while displaying live video from it, the following message is displayed.

Camera Connection Failed
Unable to establish live video connection to camera; please make sure the camera is powered on and connected to the network.
OK

4. Touch **OK** to close the message manually. (Or wait for the video to be restored, which closes the message automatically.)

3 Managing System Security

The chapter describes key concepts and management operations for your security system. The topics covered in this chapter are:

- Understanding Arming Modes (page 34)
- Arming and Disarming the System (page 37)
- Managing Sensors (page 46)
- Managing Cameras (page 49)
- Editing Key Fobs (page 55)
- Testing Your Alarms (page 55)

Understanding Arming Modes

You can arm the system by multiple scenarios:

- Arm Away – used when everybody is leaving the premises. See “Arm Away Mode,” below.
- Arm Stay – used when people are still active inside the premises. See “Arm Stay Mode” on page 36.
- Arm Night – used when everybody is going to bed. See “Arm Night Mode” on page 37.

Different arming modes use different rules for when sensors are tripped and for Entry/Exit delays.

- An *Exit delay* is a short period of time after the system is armed for you to leave the premises (default 60 seconds).
- An *Entry delay* is a short period of time after a sensor is tripped at an Entry/Exit door if the system is armed (default 30 seconds). You must enter a valid keypad code within the Entry delay period to avoid sounding an alarm.

Consult with your installer or Customer Care representative to customize the Entry/Exit delays on your system.

Note: After the alarm is faulted the Alarm Transmission Delay period starts (see page 38).

If the central system loses all connectivity with your TouchScreen in the Armed state during the Entry Delay period, an alarm is sent to the central-monitoring station immediately. This prevents an intruder from trying to stop an alarm by destroying the TouchScreen. For more information, see “Protecting Against Smash-and-Grab Attacks” on page 46.

Arm Away Mode

The Arm Away mode is used when everyone is leaving the house. When Arm Away mode is activated:

- The alarm trips immediately if a monitored perimeter zone (non-entry/exit door or window) is opened.
- Interior motion detectors are armed.
- Entry/Exit zones start an Entry Delay.
- Exit Delay starts when the system is armed.

The following Entry/Exit Delay rules apply to Arm Away mode:

- When armed, the system beeps every second to announce it is in the Exit Delay period. During the last 10 seconds of the Exit Delay state, the system beeps two times per second.
- If an entry/exit zone is opened, the Entry Delay period emits a beep every second. The system beeps twice per second during the last 10 seconds of the Entry Delay period. The keypad code must be entered during this period to avoid sounding an alarm.
- A numerical countdown timer on the TouchScreen shows the amount of time remaining in the Exit Delay.
- If an entry/exit zone is faulted, restored, and then faulted again before the Exit Delay ends, the Exit Delay restarts. This only occurs once.
- If no Entry/Exit Zone opens and closes during the Exit Delay, the Arming Mode reverts to Armed Stay.
- After Exit Delay, the Security Status header is relabeled Armed Away and emits 2 short beeps.
- If an Entry/Exit zone is opened, the Entry Delay period starts with a beep every second. The system beeps twice per second during the last 10 seconds of the Entry Delay period. The keypad code must be entered during this period to avoid sounding an alarm. During the Entry Delay period, the motion detectors do not log events.

Arm Stay Mode

The Arm Stay mode is used to arm the system when there are people in the premises. When Arm Stay is activated:

- The alarm trips immediately if a monitored perimeter zone (non-entry/exit door or window) is opened.
- Interior motion detectors are not armed.
- Entry/Exit zones start an Entry Delay.
- Exit Delay starts when the system is armed.
- Exit Delay does not beep and is twice as long as Alarm Away mode.

The following Entry/Exit Delay rules apply to Arm Away mode:

- If an entry/exit zone is opened, the Entry Delay period beeps every second. The system beeps two times per second in the last 10 seconds of the Entry Delay period. The keypad code must be entered during this period to avoid sounding an alarm.
- If the system is armed, the Exit Delay period starts, but there is no beep during the Exit Delay period, as there is in Arm Away mode. The Exit Delay period is the time between the system being armed and the alarms actually being activated. This gives the user time to leave through an entry/exit security zone.
- The Exit Delay period is twice as long as for Arm Away mode, and there is no audible alert during the countdown.
- A numerical countdown timer shows the amount of time remaining in the Exit Delay period.
- If an entry/exit zone is faulted, restored, and then faulted again prior to the end of the exit delay, the Exit Delay restarts. This only occurs once.
- After Exit Delay, the Security Status header is relabeled Armed Stay and sounds 3 short beeps.

Arm Night Mode

Arm Night mode is used when everyone is going to bed. This mode works the same as Arm Stay, except there is no Entry Delay period. If an entry/exit zone is opened, an alarm sounds immediately.

This mode has an Alarm Transmission Delay period (see ”Disarming the System” on page 38). It also has an Exit Delay period that works the same as in Arm Stay mode (see “Arm Stay Mode” on page 36).

Arming and Disarming the System

The Security status of your TouchScreen is displayed in the Security Status header. For more information, see Table 3-1.

Table 3-1. Security Status Header Armed/Disarmed States

State	Description
	The Security Status header displays this message when the status is “Armed”. Click to disarm the system.
	The Security Status header displays this message when the status is “Disarmed”. Click to arm the system.

Disarming the System

When you enter an armed premises, an Entry Delay period starts:

- The System Status Header changes to announce the number of seconds before the system is armed. For example:

- The Security app screen shows the camera associated with the security zone where you entered the premises. If no camera is associated with that zone, the default camera is used.

- The TouchScreen beeps once every second. During the last 10 seconds, it beeps twice a second.

If a valid keypad code is not entered when the Entry Delay period ends, an alarm sounds. From the time an alarm sounds or starts silently, you have a default time of 30 seconds to enter a valid keypad code to disarm the system and prevent an alarm from being sent to the central-monitoring station. This is called the *Alarm Transmission delay* or the Abort Window.

The Alarm Transmission Delay is a required period that prevents a report to the central station during an alarm that was triggered innocently.

Emergency alarms (see page 45) and smoke alarms are reported without an Alarm Transmission delay or an Entry Delay. Consult Customer Care to understand the number of seconds configured for the Alarm Transmission Delay in your system. After the Alarm Transmission Delay period, you still have 5 minutes to disarm the system. If you do this and a monitoring operator has not contacted you yet, central monitoring is notified that you cancelled the alarm. When the Alarm Transmission delay period ends, the monitoring operator tries to contact the persons on your Emergency Dispatch list in the order you have determined. This list is maintained in the Subscriber Portal. The monitoring operator will ask for the secret word in ensure the person is a valid Emergency Dispatch contact.

Depending on the procedures determined by your service provider, the monitoring operator might attempt to contact you through the TouchScreen device itself. In this case, there will

be a series of ring tones followed by the voice of a monitoring operator that will contact someone through the TouchScreen device. A dialog displayed in the screen alerts you that an open call is active on your TouchScreen.

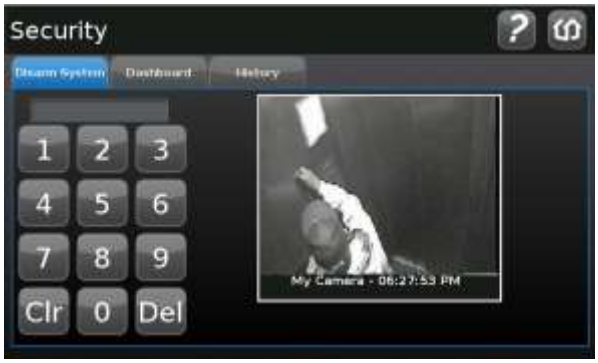
- To disarm the system from the TouchScreen, see page 40.
- To disarm the system from the Subscriber Portal, see page 40.
- To disarm the system with a key pad device see page 90.
- To disarm the system with a key fob, see page 93.

Disarming the System from the TouchScreen

To disarm the system from the TouchScreen:

1. Touch the Security Status header when it is in *Armed* state.

The Security app appears, with a keypad and the **Arm System** tab open. If the sensor that was tripped is associated with a camera, the view from that camera appears. Otherwise, the view is from the default camera appears.



2. Enter your security code. The camera view and Alarm History appear.

Disarming the System Remotely from the Subscriber Portal

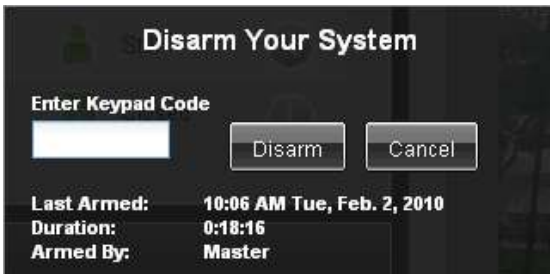
To disarm the system remotely from the Subscriber Portal:

1. Click the **Security Status** header when the system is in the *Armed* state.

OR

Select **Security > Disarm** from the toolbar.

2. When the following dialog appears, enter your keypad code.



3. Click **Disarm**. The Security Status Header displays a countdown and the Security Status Header changes to show the system is disarmed. There is no Entry Exit.

Arming the System

There are several ways to arm the system.

- To arm the system from the TouchScreen, see the procedure below.
- To arm the system from the Subscriber Portal, see page 42.
- To arm the system with a key pad device, see page 89.
- To arm the system with a key fob, see page 93.
- To quickarm the system, see page 44.
- To cancel the arming process, see page 43.

Arming the System from the TouchScreen

To arm the system from the TouchScreen:

1. Touch the Security Status header when it is in *Disarmed* state.

The Security Options screen appears, with a keypad and the **Arm System** tab open.

.

2. Touch an Arming mode and enter your security code. The Security Status header changes to display an Exit Delay countdown.

Observe the following guidelines when arming the system:

- If you select Arm Away mode, you have until the Exit Delay is over to exit the premises. Otherwise, the system is automatically armed in Arm Stay mode. There is still an Exit Delay period for the other Arming modes as well, but they do not require that the door open and close during the period.
- If you open and shut an Entry/Exit door during the Exit Delay and then re-enter the premises, the Exit delay restarts at 120 seconds. It only does this one time.
- If an Entry/Exit door is left open at the end of Exit Delay, the Entry Delay immediately starts and, if the system is not disarmed, an alarm will sound.

Arming the System Remotely from the Subscriber Portal

To arm the system remotely from the Subscriber Portal:

1. Click the **Security Status** header when the system is in the *Disarmed* state.

OR

Select **Security > Arm** from the toolbar.

2. When the following dialog appears, enter your keypad code.

3. Select whether any of the monitored security zones will be turned off (bypassed) or turned on (armed).
4. Select the Arming Mode by clicking **Arm Stay**, **Arm Away**, or **Arm Night** (see “Understanding Arming Modes” on page 34).
5. Click **Arm Now**. The Security Status Header shows a countdown for the Exit Delay period.

When the system is armed, the Security Status Header immediately changes to show that state.

Canceling the Arming Process

If you arm the system in Arm Away or Arm Stay mode, the Security Status header shows a countdown of the number of seconds until the Exit Delay is over. You can choose to cancel the arming process.

To cancel the arming process:

1. Touch the Security Status header while it shows a countdown. The Security app is displayed, with a keypad and the **Arm System** tab open.

2. Enter your security code to stop the arming process.

Quickarming the System

To immediately arm the system in Alarm Away mode, touch the **Quickarm** button on the lower front side of the TouchScreen.

When the Quickarm button is pressed, you have 10 seconds to cancel this action. After that, a 60-second Exit Delay begins to allow you to exit the premises. You must wait until the end of the 10-second countdown is complete to open and close an Exit/Entry door to leave the premises.

To cancel the Quickarm during the Exit Delay, touch the System Status Header to display a Keypad screen and then enter your keypad code.

If a *Turned On* security zone is not completely closed when the 10-second confirmation period completes, the Quickarm operation is canceled. If the Entry/Exit doorway is not completely closed at the end of the Exit Delay, the Quickarm action fails.

By default, Quickarming does not require a security code; however, it can be configured to require it.

If you do not exit through an entry/exit security zone, the system arms in Alarm Stay mode. If a non-entry/exit security zone is opened during the countdown, an alarm is tripped.

Note: Your service provider might have configured your system to omit the 10-second confirmation period.

To configure Quickarming:

1. From the **Settings** app (see “Configuring the TouchScreen” on page 14), select **Touchscreen > Quickarm Button Configuration**. The Quickarm Button Configuration screen appears.
2. To arm the system in Alarm Away mode immediately, select **Quickarm Button Starts Quickarm**.

   To display the Security Options screen with a keypad when the Quickarm button is pressed, select **Quickarm Button Prompts for Arming**. This option makes the Quickarm button work the same way as touching the Security Status header.

   You cannot have a door/window sensor in the open position when the initial 10-second

countdown completes. You must wait until the 60-second countdown begins before you can exit the premise and have the system arm itself correctly.

Sending an Emergency Alarm

You can manually trip an alarm in the event of an emergency by pressing the **Panic** button ( ) on the lower front side of the TouchScreen.

To manually trip an alarm:

1. Press the **Panic** button on the lower front side of the TouchScreen. The Emergency screen appears.

2. Perform one of the following steps:
   - To send an alarm for emergency fire assistance, touch **Fire**. The TouchScreen sounds a repeating, high-pitched chime.
   - To send an alarm for emergency medical assistance, touch **Medical**. The TouchScreen sounds an audible, repeating, triple beep signal.
   - To send an alarm for police assistance, touch **Police**.

3. The TouchScreen initiates an audible alert to central monitoring for police assistance. The TouchScreen displays a **Police Panic In Progress** alert.

   The History tab on the Security widget shows an alarm was sent. Contact persons receive email and SMS notifications if the system is configured to send these alerts. The LED flashes red once to show it has contacted the system, then flashes red 7 times

Protecting Against Smash-and-Grab Attacks

Your security system communicates continuously (via broadband and cellular) with the monitoring servers. There is always the possibility that an intruder will try to defeat your security system by breaking into the premises and destroying the TouchScreen. However, this is futile. Central monitoring contacts the authorities immediately if both of the following happens while the system is armed:

- The perimeter sensor is faulted or the system goes into Entry Delay (see “Understanding Arming Modes” on page 34).
- Total communication with the TouchScreen is lost.

Managing Sensors

You cannot add or delete the sensors in your Security system, but you can control how they appear in reports and tools in your TouchScreen and the Subscriber Portal.

Specifically, you can:

- Have a sensor not monitored when the system is armed - see page 46.
- View your security zone event history - see page 48.
- Change the order that security zones are listed in the TouchScreen - see page 49.

Disabling a Sensor

You can turn off a zone and exempt that zone from being monitored when the system is armed. This is useful during periods when a sensor is being repaired. You can only turn off a zone when the system is disarmed.

The system continues to use the Event History to log the activity of zones that are turned off (see “Viewing Your Zone Event History” on page 48).

To turn off zones:

1. Disarm the system (see “Arming and Disarming the System” on page 37).

2. Touch the **Security** icon on the Home screen (see “Content Area” on page 22).

The **Arm System** tab appears.

OR

Touch the **Dashboard** tab to view your cameras and zones. The default camera appears.

3. Touch **Next Camera** to cycle through the other cameras.

   For the zone to turn off the zone, touch the **Turn Zone Off** button.

   For the zone to be monitored for alarms, touch the **Turn Zone On** button.

   The buttons toggle between **Turn Zone On** and **Turn Zone Off** as you touch them.

   The Security Status header reports any zones that are turned off by when the system is disarmed.

Viewing Your Zone Event History

If something occurs at a zone, the Security system logs an event regardless of whether the system is armed or the zone is turned off.

To view the Zone Event History:

1. Touch the **Security** icon on the Home screen (see “Content Area” on page 22).

The **Arm System** tab appears.

2. Touch the **History** tab. The Zone Event History appears.

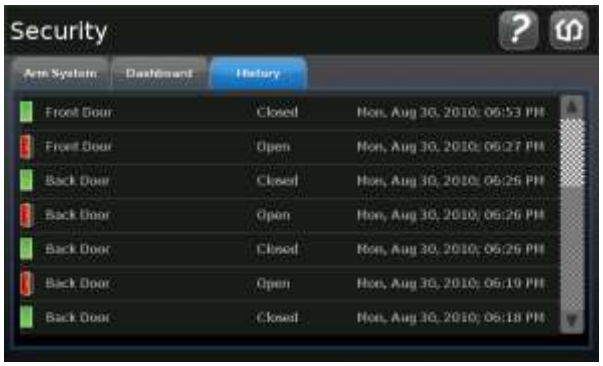

Security
Arm System
Dashboard
History
Front Door Closed Mon, Aug 30, 2010; 06:53 PM
Front Door Open Mon, Aug 30, 2010; 06:27 PM
Back Door Closed Mon, Aug 30, 2010; 06:26 PM
Back Door Open Mon, Aug 30, 2010; 06:26 PM
Back Door Closed Mon, Aug 30, 2010; 06:26 PM
Back Door Open Mon, Aug 30, 2010; 06:19 PM
Back Door Closed Mon, Aug 30, 2010; 06:18 PM

Table 3-2. Zone Activity Events

Icon	Description
	An Open/Closed doorway
	An Open/Closed window
	Motion detected / no motion since last detected motion

Changing the Order that Security Zones are Listed in the TouchScreen

If you have a lot of sensors, you might have to scroll down to see them all in screens that manage and report on security zones such as the **Arm System** tab and the **Dashboard** tab of the Security app. For convenience, you can designate more important sensors to always appear first in the TouchScreen screens.

To change the order that zones are listed in the TouchScreen screens:

1. From the Settings app (see “Configuring the TouchScreen” on page 14), touch **Sensors & Zones > Change Zone Order**. The Change Zone List Order screen appears.
2. From this screen, you can move items up and down in all lists that display order. For example, if you touch **To Top** in the zone **Window**, that zone moves from the bottom of the list to the top.

Managing Cameras

You can have up to six cameras connected to a TouchScreen. Each camera has a name assigned to it when it is added.

Each camera can be associated with a sensor, so it takes a series of pictures if an alarm is tripped by the sensor. Alternatively, you can manually take pictures from a selected camera using the Subscriber Portal. Some brands of cameras also let you enable or disable the camera LED.

You can choose the video quality used by each camera based on the quality of the Wi-Fi connection between the camera and your security network.

Note: Camera images are accessible only to the TouchScreen and one camera via the Subscriber Portal. Service Provider tools do not have access to these images.

Modifying Camera Details

To modify the details of a camera:

- Change the name of a camera as it appears in reports on the TouchScreen and in the Subscriber Portal.
- Assign, reassign, and unassign a camera to a sensor, so it takes a series of pictures if an alarm is tripped by the sensor (see the following page).
- Modify the image quality displayed by the TouchScreen.
- Determine whether the camera LED is ON.

To change the details of a camera as it appears in the TouchScreen and Subscriber Portal:

1. From the Settings app (see “Configuring the TouchScreen” on page 14), touch **Home Devices**. The Home Devices menu appears.
2. Touch **Cameras > Edit a Camera**. The Edit a Cameras screen shows icons for each installed camera.
3. Touch the image or label of the camera to select it. Details of the selected camera appear.

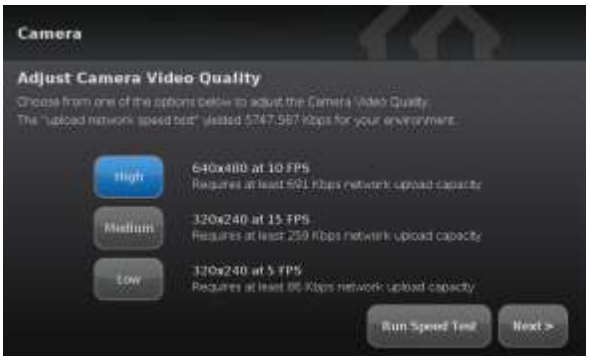
Settings
Edit a Camera
The details of this camera are outlined below. Select the fields to adjust these details where appropriate. If a camera is associated with a zone, it will be the only camera to take pictures of that zone during an alert. Press Next to continue.
Model
linksys - WVC80N
Camera Name
My Camera
Associated Zone
Front Door
Video Quality
Medium
Enable LED
On
Next >

4. To rename the camera zone, touch the **Camera Name** fields to display a keyboard screen and rename the camera zone. Click **Done** to accept your changes.

   To turn the camera LED on or off, touch the **Enable LED** field.

   To display menu options for assigning the camera to a security zone, touch the **Associated Zone** field (see page 52).

To test the upload network speed and determine the best video quality level for the current camera, touch the **Video Quality** field (see page 53). The system lets you choose three levels of live video – **High**, **Medium**, or **Low** - based on the camera's connection speed to the system servers.



5. To have the TouchScreen upload a file to the system servers and gauge the amount of time it takes to receive an acknowledgement, touch **Run Speed Test**. This allows the TouchScreen to recommend video quality level.
6. Touch **Next**. The Cameras screen reappears.
7. To modify additional cameras, touch a camera image. Otherwise, touch the **Home** icon to return to the main screen.

Table 3-3. Editing Camera Options

Arming Mode	Description	Can Be Modified?
Model	Model ID for the new camera. The camera manufacturer and model information are sent to the server and logged for inventory reporting and tech support purposes.	No
Camera Name	Name assigned to a camera device.	Yes
Associated Zone	Default Camera Arming Mode = if any door sensor not assigned to a camera trips an alarm, this camera takes a series of pictures. Unassigned to Zone Arming Mode = this camera is not associated with another sensor and is not the default camera. <Security zone name> Arming Mode = this camera is associated with the selected zone. It takes a series of pictures automatically if the zone trips an alarm, regardless of whether the alarm is ultimately sent to the central-monitoring station.	Yes
Video Quality	Level of video detail captured by the camera	Yes
Enable LED	ON = camera LED light is ON or blinks to show whether the camera is communicating with the router. OFF = camera LED does not go ON.	Yes, for some brands of cameras. This field is not shown if this value cannot be modified.

Assigning a Camera to a Security Zone

You can assign a camera to a security zone to have the camera take a series of pictures whenever an alarm is tripped by the security zone.

1. Access the details of a camera for editing, as described starting on page 50.

   The Edit a Camera screen shows a label and a captured image of all the camera views.

Settings
Edit a Camera
The details of this camera are outlined below. Select the fields to adjust these details where appropriate. If a camera is associated with a zone, it will be the only camera to take pictures of that zone during an alert. Press Next to continue.
Model
linksys - WVC80N
Camera Name
My Camera
Associated Zone
Front Door
Video Quality
Medium
Enable LED
On
Next >

2. Touch the **Associated Zone** fields to display a menu of options for assigning the camera to a security zone. See Table 3-3 on page 51.

3. Touch **Next**. The Cameras screen shows the image of all the camera views (views are updated every five seconds automatically).

Modifying Video Quality for a Specific Camera

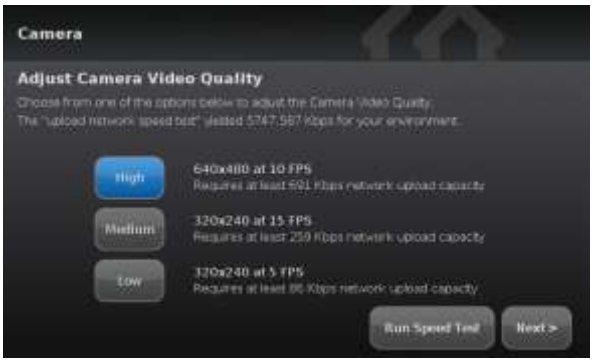
To modify the video quality for a particular camera:

1. Access the details of a camera for editing, as described starting on page 50.

   The Edit a Camera screen shows a label and a captured image of all the camera views.

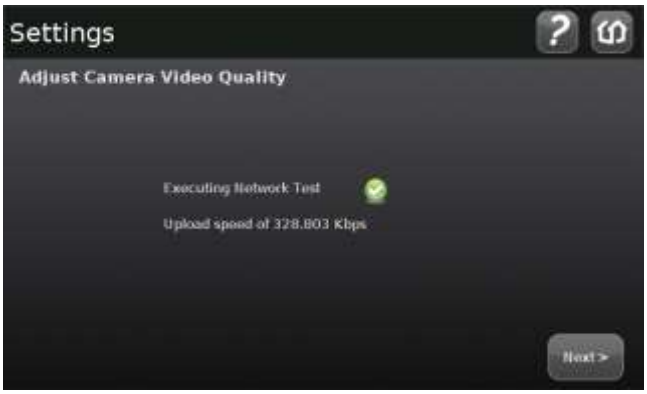
2. Touch the **Video Quality** field to determine the ideal level of video detail to be captured by the device.

   The Adjust Camera Video Quality screen appears.



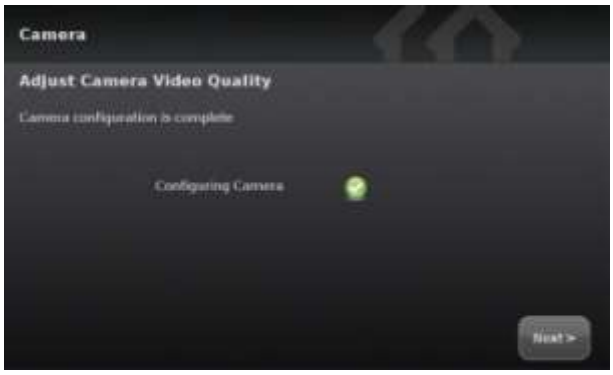
3. Touch **High**, **Medium**, or **Low** to select the video quality of the camera value for the *network upload capacity* (this value must be less than the *upload network speed*).

4. To update the upload network speed, touch **Run Speed Test**



5. To return to the Adjust Camera Video Quality screen, touch **Next**.

6. Touch the appropriate video quality based on the measured speed of the Wi-Fi between the camera and your security network, and touch **Next**.

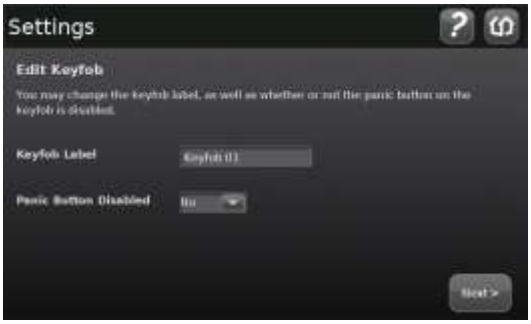


Editing Key Fobs

To edit a key fob:

1. From the Settings app, touch **Home Devices > Key Fobs**.

2. Touch **Edit Key Fob** to display the key fob settings.



3. From here, you can change the name of the key fob, and enable or disable the key fob panic button.

Testing Your Alarms

Test your security system at least once per week to ensure that it is in working dependably. In addition, perform the following steps once a month:

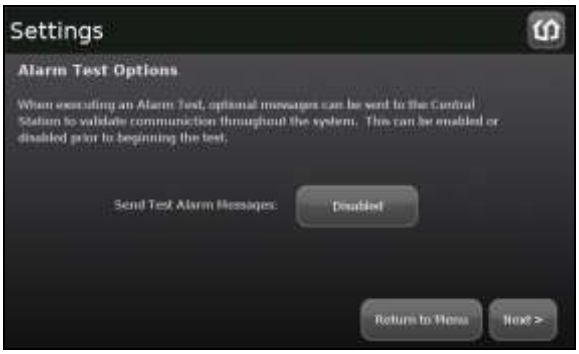
- Test your alarm capability
- Review the signal strength of the TouchScreen to your Internet router and the cellular receivers (see “Viewing Signal Strength” on page 60)
- Test your connectivity to the Internet and cellular servers (see “Viewing Signal Strength” on page 60)

When testing your alarms, you can choose to report your alarms to central monitoring to ensure end-to-end integrity. By default, the system lets you test the reliability of your alarms without sending a signal to central monitoring.

To test your alarms:

1. From the Settings app (see “Configuring the TouchScreen” on page 14), touch **Security > Alarm Test**.

The Alarm Test Options screen appears.



2. To have your test alarms reported to central monitoring, contact your central-monitoring station and inform them that you are testing your system.

   Then touch **Disabled**. The button toggles to **Enabled** and your test alarms are sent to central monitoring. (If **Enabled** already appears, touching **Enabled** does not send your test alarms to central monitoring.)

   The Alarm Test Checklist appears.

Settings
Alarm Test Checklist
Arm
Ready to Arm
NOTE: The alarm siren will sound (any sleeping children?), but you will have the ability to mute the siren.
< Back

3. Be sure all security zones are unfaulted (that is, doors and windows closed, motion detectors not showing motion, etc.). When the security zones are ready for testing, **Ready to Arm** appears under the **Arm** button.

4. Touch **Arm**. Your security system is armed in special Test mode, with an Exit Delay of only 10 seconds. Motion sensors are turned off (not tripping alarms, but recording events) until an Entry/Exit security zone is faulted. The **Arm** button changes to **System Armed**.

5. Touch **Next**. The Alarm Test screen appears.

6. Open and close an Entry/Exit door. The Entry Delay period starts (default is 30 seconds) and the TouchScreen beeps once per second. The beeping increases to twice per second during the last 10 seconds of the Entry Delay period. The motion detectors are turned on.

Note: To mute the siren, touch **Mute Siren**. However, this is not recommended. Ensuring that your siren is in working order is an important part of the test.

7. When the Entry Delay period expires, the siren sounds (unless you muted it) and the Entry/Exit zone you faulted is marked with an alarm tag.

8. Fault each additional alarm and confirm that it is marked as alarm (see Table 3-4).

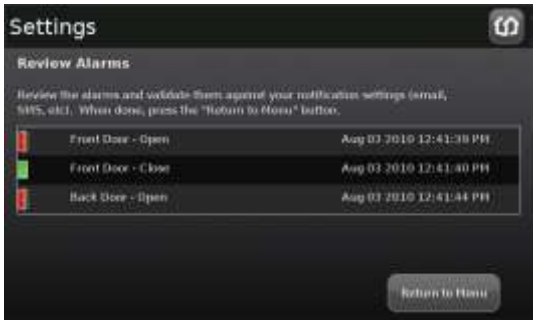
Table 3-4. Sensor Testing Operations

Sensor	Testing Process
Door/Window	Open and close the door or window.
Motion Detector	Avoid the motion detector's view for three minutes after arming the system, then walk in front of it.
Smoke Detector	Press and hold the sensor's **Test** button until the siren sounds (approximately 10 seconds).
Glass Break Detector	Use the glass break simulator.
Key Fob	Arm and disarm the system with the key fob.
Key Pad	Arm and disarm the system with the key pad.

The TouchScreen indicates that each sensor communicated an event to the TouchScreen and initiated an alarm.

9. After all the alarms have been faulted and noted by the system, touch **Disarm**.

10. Touch **Next**. The Review Alarms screen shows a history of the zones in your system.



11. Review the zone event history.

12. Be sure you received any configured alerts via email or SMS.

13. If you enabled Send Test Alarm Messages, contact the central-monitoring station test number to ensure that the station received all the generated alarms. If all the alarms were received successfully, tell the station you are no longer testing alarms.

14. Touch **Next** to return to the Settings menu.

4 Managing Connectivity Between the TouchScreen and Monitoring Stations

The TouchScreen communicates constantly with central-monitoring stations via your service provider's broadband connection. It also connects to a cellular network if your Internet connectivity goes down. The TouchScreen can connect to your service provider's modem through a cable or Wi-Fi (wireless) connection.

The topics covered in this chapter are:

- Viewing Signal Strength (page 60)
- Testing Your Connectivity (page 60)

Viewing Signal Strength

To view the current signal strength of the TouchScreen's Wi-Fi connection to your service provider's modem:

1. From the Settings app (see "Configuring the TouchScreen" on page 14), touch **Advanced Settings > Connectivity > Wi-Fi & Cellular Signal Strength**.

   The Wi-Fi and Cellular Signal Strength screen shows the detected signal strength of the Wi-Fi connection to the router and the GPRS/EDGE connection to the cellular network.

2. If your Wi-Fi connection is weak, move the TouchScreen closer to the Internet router.

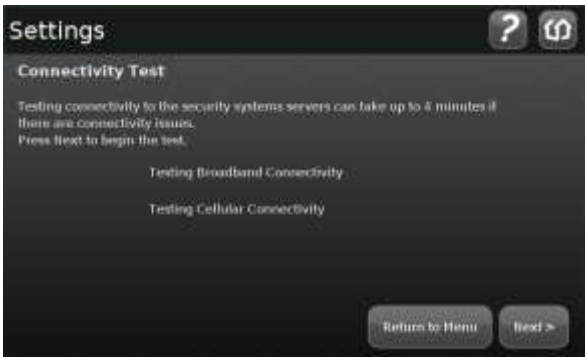
3. If your cellular signal is weak, move the TouchScreen to another part of the house, where it can obtain a stronger signal.

Testing Your Connectivity

The TouchScreen can test its connectivity to the Internet and cellular networks. To test the TouchScreen connectivity:

1. From the Settings app (see "Configuring the TouchScreen" on page 14), touch **Advanced Settings** > **Connectivity**. The Connectivity menu appears.

2. Touch **Test Connectivity**. The Connectivity Test screen appears.


Settings
Connectivity Test
Testing connectivity to the security systems servers can take up to 4 minutes if there are connectivity issues.
Press Next to begin the test.
Testing Broadband Connectivity
Testing Cellular Connectivity
Return to Menu
Next >

3. Touch **Next** to start the test. The test can take from 30 seconds to four minutes.

5 Managing Connectivity Between Home Devices and the Internet

This chapter describes how to manage the connectivity between the devices in your home and the Internet. The topics covered in this chapter are:

- Overview (page 62)
- Granting Home Network Router Access to the Internet (page 63)
- Hiding Access to Your Home Network Router from the Internet (page 65)
- Managing the Passcodes in your Security System (page 66)
- Managing Your Secret Word (page 68)
- Viewing Your Security Account Information (page 68)

Overview

You home network accesses the Internet through your security network router's demilitarized zone (DMZ). The router's DMZ selectively exposes your home network to the Internet.

By default, your home network can access the Internet, but entities in the Internet cannot access computers and devices in your home network. This can be a problem for certain types of computing and also for using entertainment systems to watch movies, play games, and so on.

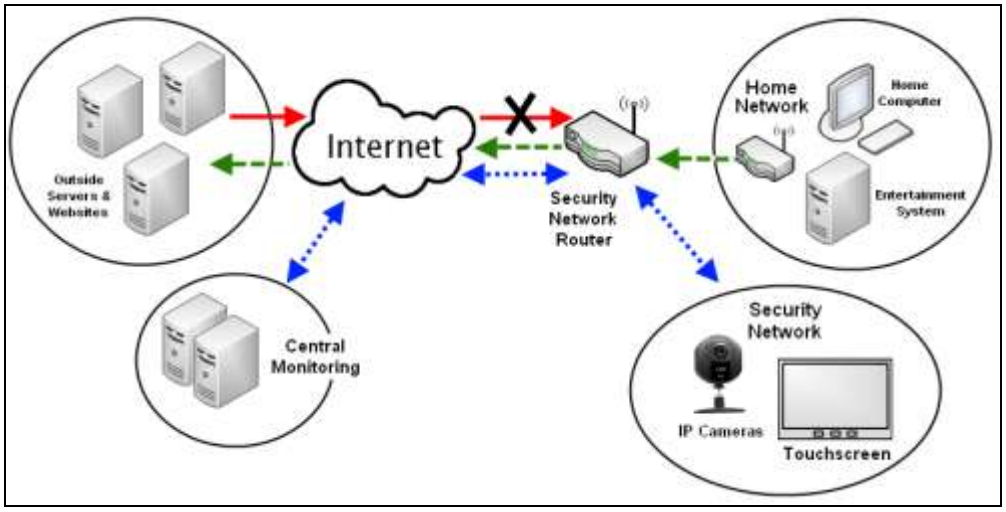


Figure 5-1: Example of Security Network Router Blocking Access to Your Home Network from the Internet (Default)

You can have your security network router expose your home network to devices on the Internet (see Figure 5-2). This will not change your security network's protection from outside entities. Alternatively, if your home network is exposed to Internet entities, you can hide it (see page 65).

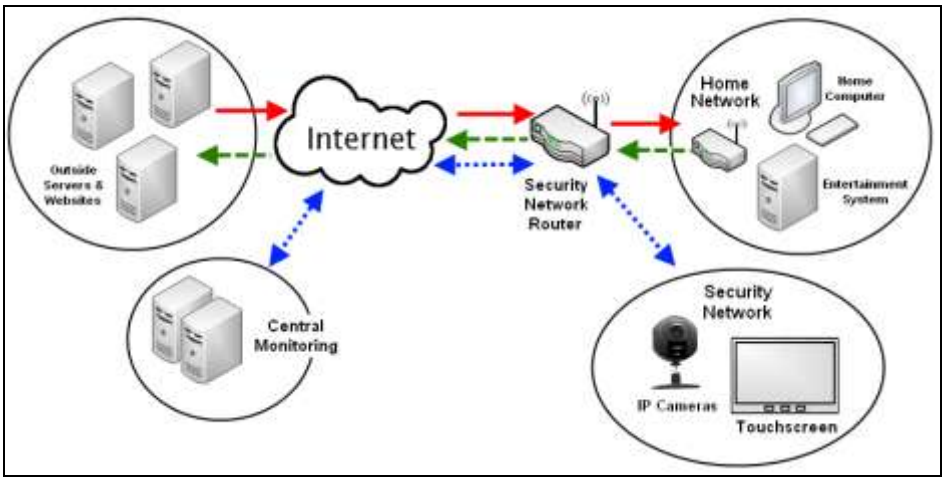


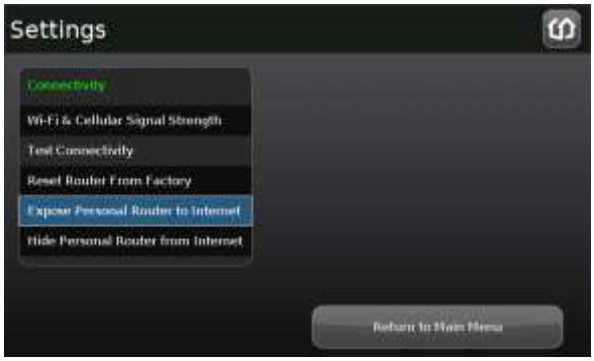
Figure 5-2: Example of Security Network Router Permitting Access to Your Home Network from the Internet

Granting Home Network Router Access to the Internet

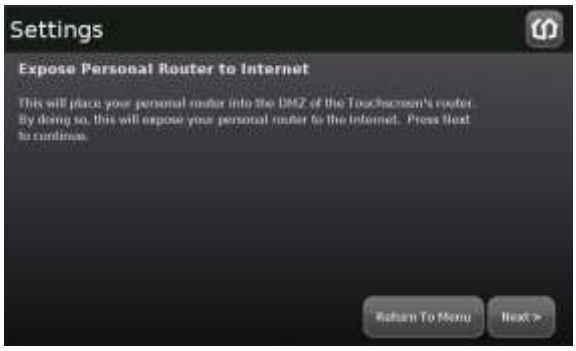
To permit access to your home network router from the Internet:

1. From the Settings app (see “Configuring the TouchScreen” on page 214), touch **Advanced Settings > Connectivity**.

The Connectivity menu appears.



2. Touch **Expose Personal Router to Internet**. The Expose Personal Router to Internet screen appears.


Settings
Expose Personal Router to Internet
This will place your personal router into the DMZ of the Touchscreen's router. By doing so, this will expose your personal router to the Internet. Press Next to continue.
Return To Menu
Next >

3. Touch **Next**. The Personal Router Setup screen appears.

Settings
Personal Router Setup
Make sure you have the following items correctly connected:
1. Supplied Router installed and powered on.
2. Cable modem connected to internet port on supplied router.
3. Connect Internet/WAN port on customer's existing router to an empty port on the supplied router.
4. Power cycle personal router.
< Back
Next >

4. Touch **Next**. The Search for Devices screen appears. When an available router is located that is connected to the security network router by an Ethernet cable, the Located Devices screen shows the available routers by their MAC addresses.

Settings
Located Devices
Choose the personal router to expose to the Internet using the MAC address. The MAC address of the router can be generally found on the bottom of the device.
MAC Address
Device Name
00:14:22:AC:5B:13 alvey
< Back
Next >

5. Touch the MAC address of the router that needs to be exposed to the Internet.

6. Touch **Next**. The Configured Router screen appears. The TouchScreen configures the security network router to expose the selected router, and the home network devices connected to it, to the Internet.

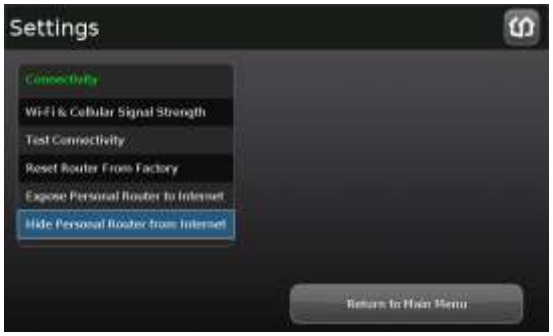
Settings
Configured Router
The router configuration is complete. Your personal router should now be exposed to the Internet.
Configuring Router
Return to Menu

Hiding Access to Your Home Network Router from the Internet

To hide access to your home network router from the Internet (see Figure 5-1 on page 62):

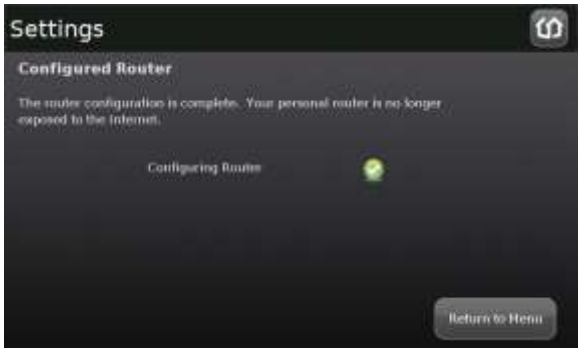
1. From the Settings app (see “Configuring the TouchScreen” on page 214), touch **Advanced Settings > Connectivity**.

   The Connectivity menu appears.



2. Touch **Hide Personal Router from Internet**. The Hide Personal Router from Internet screen appears.

3. Touch **Next**. The Configured Router screen appears.



   The TouchScreen reconfigures the security network router demilitarized zone (DMZ) to hide any connected router from being accessed by Internet entities.

Managing the Passcodes in your Security System

Your security system provides the following default keypad codes:

- Master
- Guest (a “Guest” permission-level)
- Duress (see “Understanding the Duress Keypad Code” on page 67)

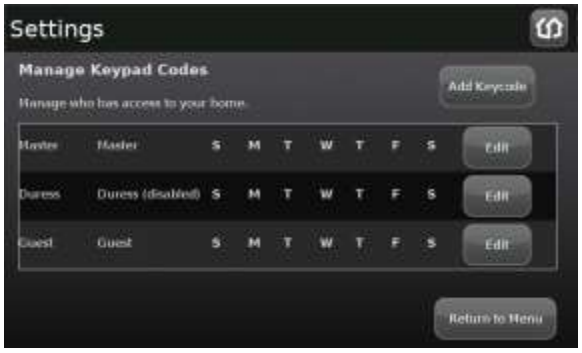
For more information. see Table 5-1 on page 67.

Managing Keypad Codes

To manage your keypad code:

1. From the Settings menu (see “Configuring the TouchScreen“ on page 14), touch **Security** > **Manage Keypad Codes**.

   The Manage Keypad Codes screen appears. From this screen, you can modify keypad codes or add new ones.



2. To add a new keypad code, from the Manage Keypad Codes screen, touch **Add Keycode**. The Add Keypad Code screen appears.
3. To modify a keypad code, from the Manage Keypad Codes screen, touch **Edit**. The Edit Keypad Code screen appears. (You cannot change the Permissions level of a keypad code.)

Table 5-1. Keypad Code Permission Levels

Arming Mode	Description
Standard or Guest	User can arm and disarm the system.
Arm Only	User can only arm the system.
Master	User can create, edit, and delete keypad codes, as well as arm and disarm the system. This level is provided with the system and cannot be added.
Distress	User is granted full access to the TouchScreen. The TouchScreen sends a silent alarm to the central monitoring station, and the police are dispatched. This level is provided with the system and cannot be added.

Understanding the Duress Keypad Code

Use the Duress keypad code if an intruder forces you to disarm your system or access your security settings. In such situations, you enter the Duress keypad code instead of your keypad code. Entering the Duress keypad code grants you full access to your TouchScreen and sends a silent alarm immediately to the central-monitoring station so police can be dispatched.

By default, the Duress keypad code is disabled. To enable and manage your Duress keypad code:

1. From the Settings menu (see “Configuring the TouchScreen“ on page 14), touch **Security** > **Manage Keypad Codes**.

The Manage Keypad Codes screen appears.

From this screen, you can modify and add key pad codes.

Managing Your Secret Word

If an alarm is sent to a central-monitoring station, the station tries to contact you to verify that a true emergency is occurring. When you answer, the station asks for your secret word as an additional verification.

To view and modify your secret word:

1. From the Settings menu (see “Configuring the TouchScreen“ on page 14), touch **Advanced Settings** > **Security Secret Word**. The Set Security Secret Word screen appears.
2. To change the secret word, touch the square **Secret Word** field. A keyboard appears, so you can change the secret word.
3. Click **Done** to save your changes or click **Cancel** to cancel the change operation.

Viewing Your Security Account Information

To view your account information:

1. From the Settings app (see “Configuring the TouchScreen“ on page 14), touch **Advanced Settings** > **Account Information**. The Validate Account Information screen appears.
2. Go to the Subscribers Portal to modify your account information or contact Customer Care.
3. Touch **Next** to return to the Settings menu.

6 Managing Environmental Devices

This chapter describes how to manage lights and thermostats from one TouchScreen and Subscriber Portal. The topics covered in this chapter are:

- Managing Lights (page 70)
- Managing Thermostats (page 73)

Managing Lights

You can have up to 30 lighting devices connected to a TouchScreen at a time. Each lighting device has a name assigned to it when it is added and can be designated as dimmable.

Dimming or Turning Off Lights

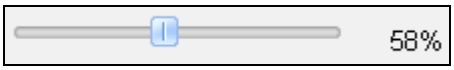
To dim or turn off a light:

1. From the Home screen, touch the **Lights** app.

   The Lighting screen shows controls for each installed light.

   - If the ON/OFF button = **ON**, the light's power is turned on.
   - If the button = **OFF**, the light's power is turned off.

2. Touch the **ON/OFF** button to turn the light off.



3. Touch the minus (**-**) or plus (**+**) button to decrease or increase the Dim level of the light. If you set the Dimmer control to 0%, the light will not light even when it is turned on.

   You can perform the following operations:

   - Modify lighting devices (page 71)
   - Add lighting devices (page 72)
   - Delete lighting devices (page 73)

Modifying the Details of Your Lights

Use the following procedure to:

- Change the name of a lighting device in reports on the TouchScreen and in the Subscriber Portal.
- Set the light to be dimmable.

To dim or turn off a light:

1. From the Settings app (see “Configuring the TouchScreen” on page2 14), touch **Home Devices**. The Home Devices menu appears.
2. Touch **Lighting > Edit Lights**. The Configure Lighting Devices screen shows icons of each installed light.

3. Touch the icon for the lighting device you want to modify. Details about the selected lighting device appear.
4. Touch the **Light Name** field to display a keyboard screen to change the label of the lighting device.
5. Touch the **Dimmable** field to use (**Yes**) or not use (**No**) the lighting device’s dimming features if available.
6. Touch **Next**. The Configure Lighting Devices screen reappears.

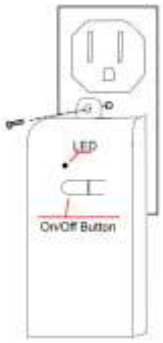
Adding a Lighting Device

The following procedure describes how to add a lighting device.

Note: To update the firmware on any sensor before adding it to the security system, reset the sensor to factory defaults before adding it to the SMCRB5701-Z Security, Monitoring, and Automation Gateway security system. This is essential so that it can receive the necessary changes to communicate with the TouchScreen.

To add a lighting device:

1. From the Settings app (see “Configuring the TouchScreen” on page2 14), touch **Home Devices**. The Home Devices menu appears.
2. Touch **Lighting > AddLights**. The Locating Lighting Devices screen appears.
3. Touch **Next**.
4. Plug the lighting device into a wall socket and secure with a screw. The lighting devices should be unpaired when they are removed from their packaging. When they are installed in a socket, the LED flashes three times every five seconds, indicating that the device is in Search mode and ready to pair with a TouchScreen.
5. If you have problems pairing a lighting device, reset it to factory default by pressing the **On/Off** button as you plug the device into the socket.



   As lighting devices are found, an icon appears displayed for that device.
6. When all the lighting devices are found, touch **Done**. The system notes the number of devices that were found and paired.
7. Touch **Next**. The Configure Lighting Devices screen appears.
8. Touch a lighting device to configure it, as described on page 71.

Removing a Lighting Device from the TouchScreen

To remove a lighting device from the TouchScreen:

1. From the Settings app (see “Configuring the TouchScreen” on page2 14), touch **Home Devices**. The Home Devices menu appears.
2. Touch **Lighting > Delete Lights**. The Settings screen shows an icon for each connected lighting device.
3. Touch the icon for the lighting device you want to remove. The following confirmation message appears:

   ```
   Deleting a light device cannot be undone. Are you sure you want
   to delete the [lighting device label].
   ```

4. Touch **Yes**.

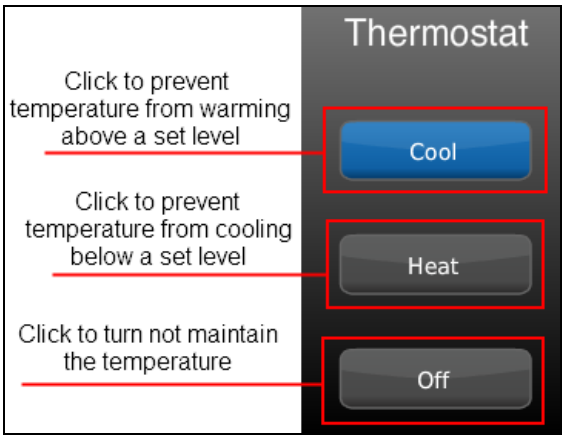
Managing Thermostats

You can have up to 30 thermostats connected to a TouchScreen at a time. Each thermostat has a name assigned to it when it is added and is designated as dimmable or not.

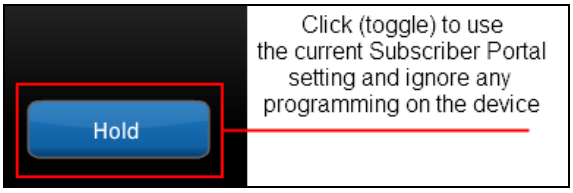
To control the thermostats:

1. From the Home screen touch the **Thermostats** app.

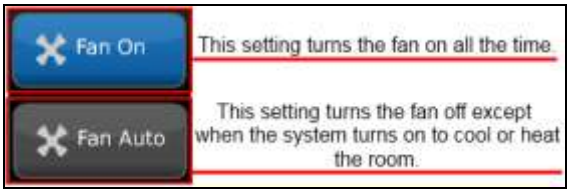
   In the Thermostat app, you can set the mode to **Cool**, **Heat**, or **Off**.


Thermostat
Click to prevent temperature from warming above a set level
Cool
Click to prevent temperature from cooling below a set level
Heat
Click to turn not maintain the temperature
Off

2. Toggle the **Hold** button to maintain the mode and ignore any other programming configured on the Thermostat device.



3. Toggle the **Fan** button to turn on the blower all the time, or only when the system is currently cooling or heating the room.


Fan On
This setting turns the fan on all the time.
Fan Auto
This setting turns the fan off except when the system turns on to cool or heat the room.

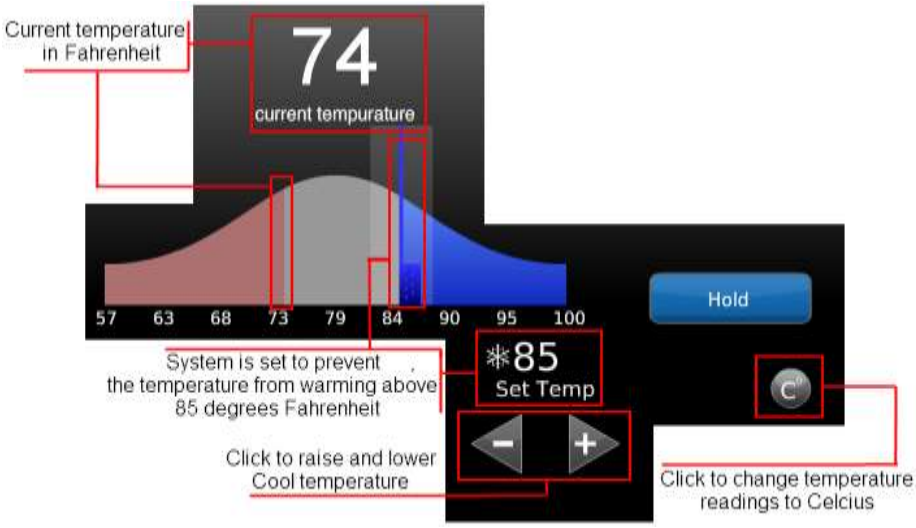

Current temperature in Fahrenheit
74
current tempurature
57 63 68 73 79 84 90 95 100
Hold
System is set to prevent the temperature from warming above 85 degrees Fahrenheit
85
Set Temp
Click to raise and lower Cool temperature
Click to change temperature readings to Celcius

Figure 6-1. Example of Mode "Cool"/ Readings in Fahrenheit

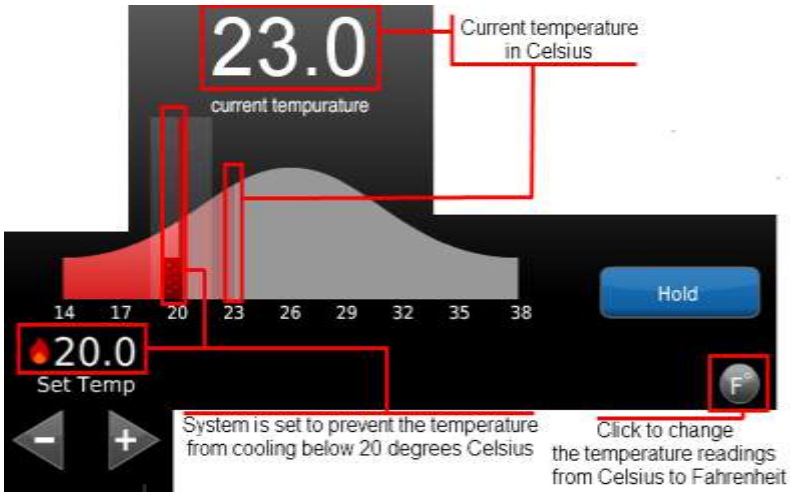

23.0
current tempurature
Current temperature in Celsius
14 17 20 23 26 29 32 35 38
Hold
20.0
Set Temp
System is set to prevent the temperature from cooling below 20 degrees Celsius
Click to change the temperature readings from Celsius to Fahrenheit

Figure 6-2. Example of Mode "Heat"/ Readings in Celsius

The bar range ( ) for controlling the thermostat temperature settings is:

- 9-33 degrees Celsius
- 51-91 degrees Fahrenheit

Your thermostat device might have a wider range. You can use the increment buttons in the Thermostat app on your TouchScreen to change the temperature beyond these settings.

7 Maintaining and Configuring the TouchScreen

This chapter describes how to configure the TouchScreen to maintain and configure the TouchScreen. The topics covered in this chapter are:

- Rebooting the TouchScreen (page 77)
- Recalibrating the TouchScreen (page 77)
- Configuring TouchScreen Brightness and Dimming (page 78)
- Configuring the Screensaver (page 82)
- Configuring Tones and Volume Levels (page 83)
- Cleaning the TouchScreen (page 86)
- Viewing TouchScreen Specifications (page 86)

Rebooting the TouchScreen

If a problem occurs that can be resolved by rebooting the TouchScreen, use the following procedure to reboot the TouchScreen.

1. From the Settings menu (see “Configuring the TouchScreen” on page 14), touch **Advanced Settings > Reboot Touchscreen**. The TouchScreen turns itself off and back on.

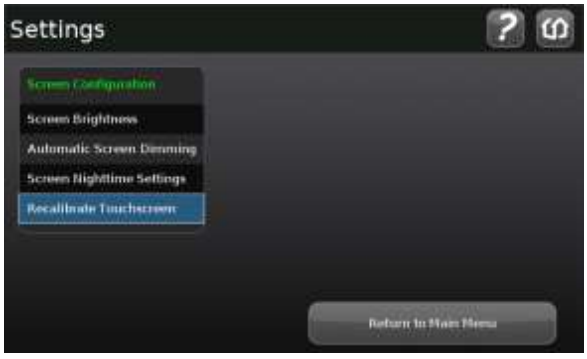
Recalibrating the TouchScreen

Perform this procedure to improve how well the TouchScreen senses when and where you touch it.

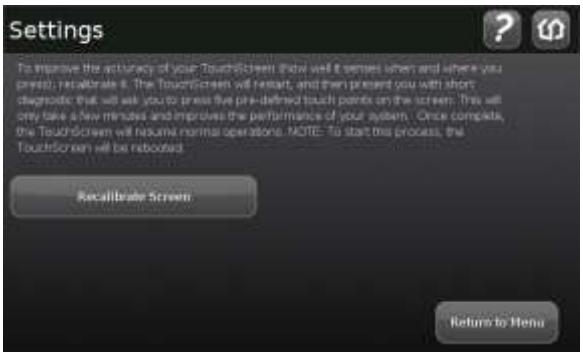
Note: Performing this procedure reboots the TouchScreen automatically.

1. From the Settings menu (see “Configuring the TouchScreen” on page 14), touch **TouchScreen > Screen Configuration**.

The Screen Configuration menu appears.



2. Touch **Recalibrate Touchscreen**. The Recalibrate TouchScreen screen appears.



3. Touch **Recalibrate Touchscreen**. The TouchScreen reboots and the screen goes black. After a while, a calibration icon appears in the corner of the screen.

4. Touch the calibration icon. The icon appears successively in the other three corners and then in the center of the screen.

5. Touch the calibration icon each time the calibration icon appears. The TouchScreen continues to boot.

Configuring TouchScreen Brightness and Dimming

There are several options for configuring the TouchScreen's screen brightness:

- Set the TouchScreen's default brightness level from level 10 (the brightest and the default setting) to level 1 (the dimmest). See page 79.
- Have the screen dim automatically to a preconfigured setting after a configured period of inactivity (see page 81).
- Have the screen and the TouchScreen LEDs (that is, the and buttons) dim completely automatically each day at a set time, and then brighten at a set time (see page 93). This is called Night Mode and is different than *Arm Night Mode* as described on page 37.

Manually Placing the TouchScreen in Night Mode

To place the TouchScreen in Night Mode manually:

1. Press the Home button two times quickly. A confirmation message appears.

2. To cancel Night Mode, touch the confirmation message.

3. If you do not tap the confirmation dialog, the screen and and buttons darken completely

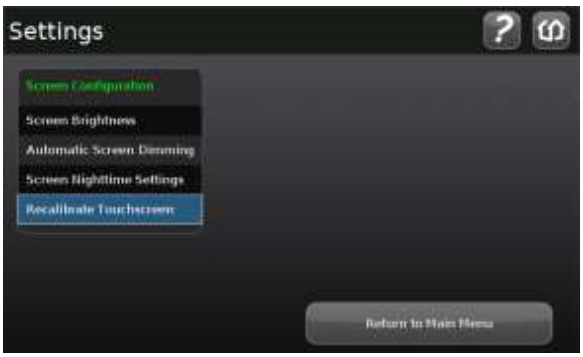
4. If you touch the screen, it brightens to its default brightness level.

Configuring Default Screen Brightness

To configure the default screen brightness:

1. From the Settings menu (see “Configuring the TouchScreen” on page 14), touch **TouchScreen > Screen Configuration**.

The Screen Configuration menu appears.



2. Touch **Screen Brightness**. A control lets you set the brightness level from **1** to **10** (default is 10).

Configuring Automatic Screen Dimming and Night Mode Dimming

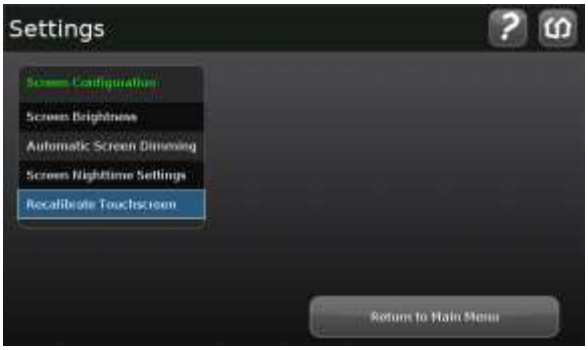
You can have the TouchScreen dim to a set level after a period of inactivity. This can be used instead of a screensaver or along with a screen saver (see “Configuring the Screensaver” on page 82).

You can also configure the screen for Night Mode and have it dim completely during configured hours (see page 37). During this time, the and buttons also darken completely.

To configure the TouchScreen to dim after a period of inactivity:

1. From the Settings menu (see “Configuring the TouchScreen” on page 14), touch **TouchScreen > Screen Configuration**.

The Screen Configuration menu appears.



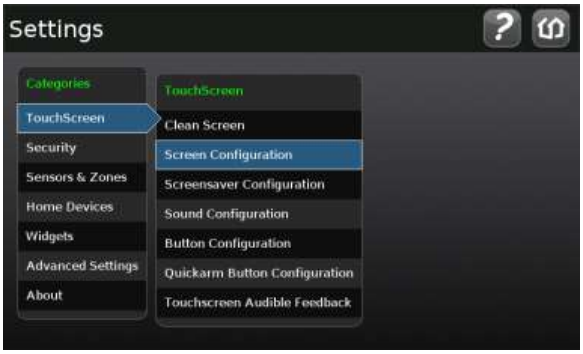
2. Touch **Automatic Screen Dimming**. Controls appear for setting the automatic dimming level and the amount of idle time for the TouchScreen to wait before dimming.

The maximum Idle Timeout is 30 minutes. It decreases in increments of 5 minutes. To have the screen never dim due to inactivity, set the Dimming Level to 10.

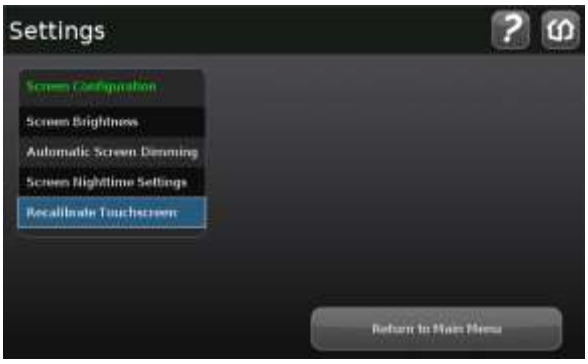
Configuring the Screen to Dim After a Period of Time Elapses (Night Mode)

The following procedure describes how to configure the screen to dim during a set time period: If you touch the screen, it brightens to its default brightness level. At the set time range, the screen dims to its lowest setting (1).

1. From the Settings menu (see “Configuring the TouchScreen” on page 14), touch **TouchScreen > Screen Configuration**.



   The Screen Configuration menu appears.



2. Touch **Screen Nighttime Settings**. The following controls appear (see Table 7-1).

Table 7-1. Screen Nighttime Settings Controls

Control	Description
Backlight off at night	Yes = screen dims during the configured time range. No = screen does not dim during the configured time period. If the screen is configured to dim after a period of inactivity, it will dim.
Backlight off time	Time the screen automatically dims to level 1.
Backlight on time	Time the screen automatically brightens to default level.

Configuring the Screensaver

You can configure the TouchScreen to display a screen saver after the device has been inactive for some period of minutes.

Alternatively, you can have the TouchScreen dim to a configured level after a period of inactivity (see “Configuring TouchScreen Brightness and Dimming” on page 78). This feature can be used instead of or with a screensaver.

To configure the TouchScreen screensaver:

1. From the Settings menu (see “Configuring the TouchScreen” on page 14), touch **TouchScreen > Screen Saver Configuration**.

   The Screensaver Configuration screen appears.

2. Touch the **Start Screensaver** arrow buttons to select the number minutes of inactivity that must occur for the TouchScreen screensaver to start. Range is from 5 to 30 minutes, in 5-second increments.
3. In the Select Screensaver Widget menu, touch the app that will be used as a screensaver.

Table 7-2. Commonly Used Screensavers

Control	Description
None	Screen never goes to screensaver.
Security Dashboard	Screen displays the Arm System tab from the Security app.
Camera	Displays stills of the cameras attached to the security system (updated every 5 seconds). If there is only one camera attached to the security system, it displays live video.
Clock	Displays the current time in digital or analog format.
Flickr	Displays a slideshow of photos from your Flickr account.

Configuring Tones and Volume Levels

You can configure the sounds the TouchScreen plays when a security zone is faulted or cleared. You can also configure the volume at which the TouchScreen sounds are played.

Setting Event Tones

To set the tones that the TouchScreen uses when an event occurs:

1. From the Settings menu (see “Configuring the TouchScreen” on page 14), touch **TouchScreen > Sound Configuration**.

The Sounds Configuration screen appears. Red icons (for example, for a door being open) designate the sound played when a zone is faulted.

Green icons (for example, for a door being closed) designate the sound played when a zone is cleared.

2. To play when a zone is faulted or cleared, touch a field to display a menu of sounds.

3. To have the TouchScreen never play a tone when the associated security zone is faulted. touch **Silence**.

Setting Tone Volume Used When a Zone Event Occurs

Use the following procedure to set the volume of the tones that the TouchScreen uses when zone events occur. This procedure also configures the ring tone level when a monitoring operator calls your device during an alarm event (see “Disarming the System” on page 38).

1. From the Settings menu (see “Configuring the TouchScreen” on page 14), touch **TouchScreen > Sound Configuration**.

The Sounds Configuration screen appears.

2. Touch the **Volume** tab. The Volume screen appears.

3. From this screen you can configure the TouchScreen tones to be loud or quiet (**13** = loudest, **0** = mute).

Cleaning the TouchScreen

The TouchScreen can be hard to clean without accidentally pressing buttons, or even accidentally arming or disarming the system.

To clean the TouchScreen screen without concern for pressing buttons inadvertently:

1. From the Settings menu (see “Configuring the TouchScreen“ on page 14), select **Touchscreen > Clean Screen**. The Clean Screen appears.
2. Touch **Clean Screen for 30 Seconds** to display the Cleaning screen. You have 30 seconds to clean the TouchScreen, without concern over pressing buttons.

Viewing TouchScreen Specifications

To view your TouchScreen’s specifications:

1. From the Settings menu (see “Configuring the TouchScreen“ on page 14), touch **About**. The About This Touchscreen screen appears.

Table 7-3. About This Touchscreen Details

Setting	Description
Version	Current firmware version installed on your TouchScreen.
Wi-Fi IP Address	Internet Protocol address assigned to your TouchScreen by your router to communicate with it wirelessly. This value might change if you reset your router to factory defaults.
Ethernet IP Address	Internet Protocol address assigned to your TouchScreen by your Internet Service Provider’s modem to communicate with it directly (not wirelessly). This value might change if you reset your modem to factory defaults.
CPE ID	Unique identification code for your TouchScreen.
Wi-Fi MAC Address	Media Access Control address of the adapter your TouchScreen uses to connect wirelessly to your Internet Service Provider.
Ethernet MAC Address	Media Access Control address of the adapter your TouchScreen uses to connect directly (not wirelessly) to your Internet Service Provider.
Cellular SIM Card Id	Unique identification code used by your TouchScreen’s cellular service provider to connect your device to the central-monitoring stations when broadband service is unavailable.

Appendix A - Using the Key Pad

A key pad is a wireless peripheral that lets you perform certain TouchScreen functions in additional locations in your premises. For example, you could install a key pad near a less-used entry or in an upstairs bedroom to ensure its Emergency Alarm feature is always readily accessible.

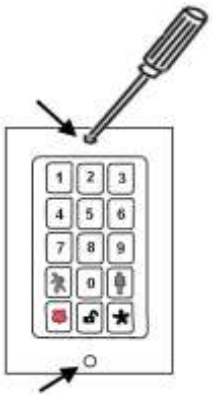
Using the key pad, you can:

- Check current system status.
- Arm the system in Arm Away or Arm Stay mode (see “Understanding Arming Modes” on page 34 for a description of arming modes).
- Disarm the system.
- Send a silent panic alarm for police assistance.

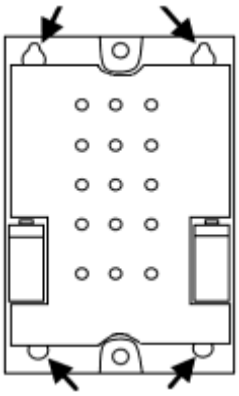
Mounting the Key Pad

To mount a key pad to the wall:

1. Use a Phillips screwdriver to remove the faceplate from the front of the key pad.



2. Find the four holes behind the circuit board at the back of the device



3. Place the key pad on the wall where you want it located, then use a pen to mark the location of the four holes.

4. Install four screws in the locations you marked on the wall. Do not screw them in all the way.

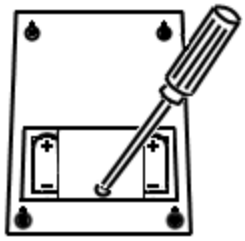
5. Affix the key pad to the installed screws.

6. Replace the faceplate to the front of the key pad.

Changing Key Pad Batteries

To replace the batteries in the key pad:

1. Use a Phillips screwdriver to remove the screw from the battery cover in the back of the key pad. Then remove the cover.



2. Find the two supplied CR2 3-volt lithium batteries and install them positive end up.

3. Replace the battery cover.

Checking System Status

To use the key pad to check system status, press the button to light the LED to show the current status of the security system. The button lights as follows to show the current status of the security system.

- Green for three seconds = system is disarmed.
- Red for three seconds = system is armed.
- Orange for three seconds = system is not ready to be armed (for example, a door is open).

Arming the System

From the key pad, you can arm your system in Arm Away mode or Arm Stay. Arm Night mode must be performed from the TouchScreen or Subscriber Portal.

Arm Away Mode

Enter a valid key pad code and press the button to arm the system in Arm Away mode (no one still in the premises). For an explanation of this arming mode, see “Arm Away Mode” on page 35.

The button turns red for 3 seconds to indicate that the Exit Delay has started (default 45 seconds—TouchScreen beeps during this period). If the system is not ready (because, for example, a door or window is opened) the button flashes orange seven times.

Arm Stay

Enter a valid key pad code and press the button to arm the system in Arm Stay mode (there are still people within the premises). For an explanation of this arming mode, see “Arm Stay Mode” on page 36.

The button turns red for 3 seconds to indicate that the Exit Delay has started (twice as long as the period configured for Arm Away—up to 120 seconds with no beeping from the TouchScreen). If the system is not ready (because, for example, a door or window is opened), the button flashes orange seven times.

Disarming the System

Enter a valid key pad code and press the button to disarm the system. This Disarm works the same as if you performed it from the TouchScreen (see “Disarming the System” on page 38).

Sending an Emergency Police Alarm

Press and hold the and buttons for about 2 seconds to send a silent alarm to central monitoring for police assistance.

The button flashes orange to indicate that the alarm has been sent. The TouchScreen does not react in any way, nor will any siren sound; however, if you check the **History** tab on the Security widget, you can see an alarm was sent. Additionally, contact persons will receive email and SMS notifications if they are configured to do so.

Appendix B - Using the Key Fob

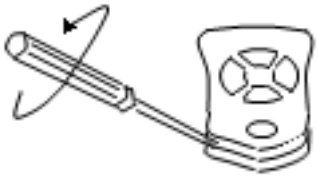
A key fob is a wireless peripheral that lets you perform certain TouchScreen functions in additional locations in your premises.

- Check the current system status (armed, disarmed, or “not ready”).
- Arm the system in Arm Away mode or Arm Stay mode (for an explanation of arming modes, see “Understanding Arming Modes” on page 34).
- Disarm the system before entering the premises.
- Send a silent panic alarm for police assistance.

Changing the Batteries in the Key Fob

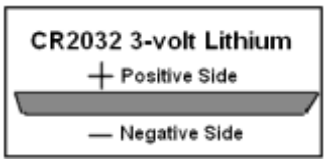
To replace the batteries in the key fob:

1. Holding the key fob in one hand, carefully insert the tip of a flat-head screwdriver into the casing seam.



2. Push lightly and twist the screwdriver handle.

3. Find the supplied CR2032 3-volt lithium battery.



4. Remove the circuit board and rubber button pad from the key fob casing.

5. Insert the battery in the battery slot positive side away from the circuit board.

6. Replace the circuit board in the key fob casing.

Note: You might need to press the button three times for the battery status to be fully gathered and reported to the TouchScreen.

Checking System Status

To check system status, press the button to light the LED to show the current status of the security system. The LED flashes red once to indicate that it has contacted the system then:

- Lights green for three seconds if the system is disarmed.
- Lights red for three seconds if the system is armed.
- Lights orange for three seconds if the system is not ready to be armed (for example, a door is open).

Arming the System

From the key fob, you can arm your system in Arm Away mode or Arm Stay. Arm Night mode must be performed from the TouchScreen or Subscriber Portal.

Arm Away Mode

Press the button for about 2 seconds to arm the system in Arm Away mode (no one still in the premises). See page 16 for an explanation of this arming mode.

The LED flashes red once to indicate that it has contacted the system then lights red for one second. The Exit Delay starts (default 45 seconds—TouchScreen beeps during this period).

Arm Stay

Press the button for about 2 seconds to arm the system in Arm Stay mode (there are still people within the premises). See page 18 for an explanation of this arming mode.

The LED flashes red once to indicate that it has contacted the system then lights red for one second. The Exit Delay starts — this delay is twice as long as the period configured for Arm Away (up to 120 seconds with no beeping from the TouchScreen).

Disarming the System

Before entering the premises in Armed state, press the button for about 2 seconds to disarm the system without entering the premises.

The LED flashes green once to show it has contacted the system, then lights green for 1 second. The system disarms. There is no Entry Delay. Contact persons receive email and SMS notifications if the system is configured to send these alerts.

Sending an Emergency Police Alarm

Press and hold the button for 3 seconds to send a silent alarm to central monitoring for police assistance. The LED flashes orange to indicate that the alarm has been sent. The TouchScreen does not react in any way; however, if you check the **History** tab on the Security widget, you can see that an alarm was sent. Additionally, contact persons will receive email and SMS notifications if the system is configured to do so.

Appendix C - TouchScreen Installation & Maintenance

Battery Requirements

Device	Device Types	Batteries		
		Model	Type	Quantity
TouchScreen	Central Controller	P5 TS	4 Volt Lithium	1
Door/ Window Sensor	Sensors	CR2	3 Volt Lithium	1
Motion Detector Sensor		CR123A		3
Glass Break Detector		CR123A		1
Smoke/Heat Detector		CR123A		2
Key Fob	Peripheral	CR2032	3 Volt Lithium	2
Key Pad		CR2		2
Camera		N/A (A/C power adapter)		

Installation Information

TouchScreen Installation Options

The TouchScreen can be positioned on a flat surface or mounted to the wall. Wherever you install the TouchScreen:

- Be sure it is in a location where its sirens and other audible signals can be clearly heard by the occupants.
- Locate it where someone entering the premises can easily access it to disarm it.
- Place the TouchScreen near an unswitched wall outlet (not controlled by a light switch).

Positioning the TouchScreen

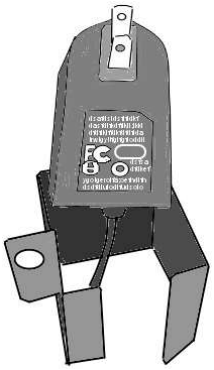
The TouchScreen can be positioned on a flat surface. For best results:

- Position the TouchScreen on a flat surface that is not subject to vibrations or wobbling.
- Be sure the flat surface is not subject to traffic that can topple or bump the TouchScreen.

- Do not position the TouchScreen near a cordless phone stand or microwave, as these devices can interfere with the communication with the sensors.

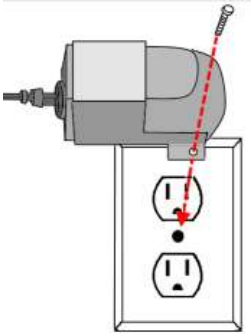
To position the TouchScreen on a flat surface:

1. Insert the A/C adapter into the bracket.

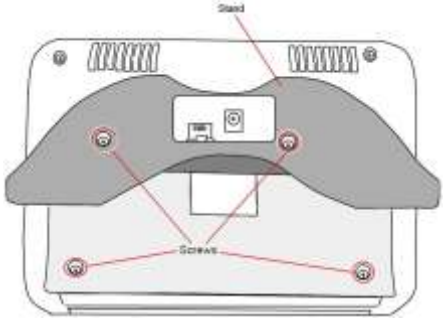


2. Remove the center screw from the wall outlet.

   Then plug the TouchScreen's A/C adapter into the top plug of the wall outlet and replace the center screw through the bracket hole.

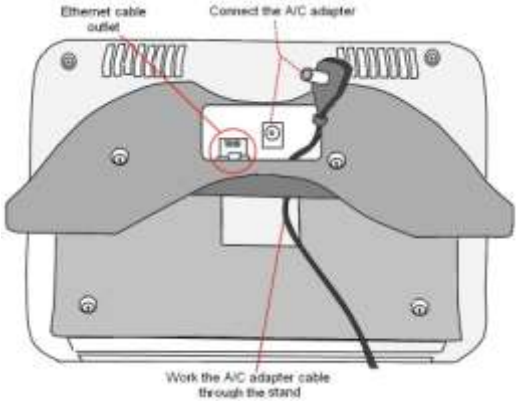


3. Use a P1 Phillips screwdriver to install the four screws for the TouchScreen stand.



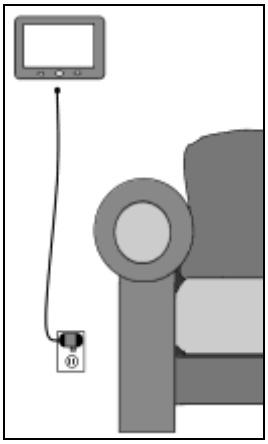
4. Connect the A/C adapter cable to the back of the TouchScreen, working the cord through the stand.

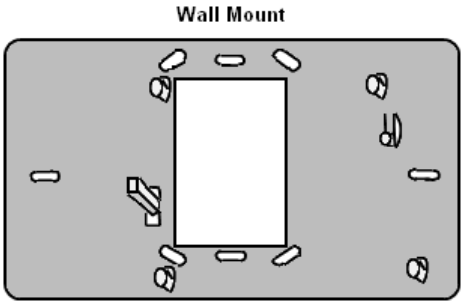
   If the installation plan does not involve the TouchScreen connecting to the customer's network wirelessly, then connect an Ethernet cable to the TouchScreen and the security network router.



Mounting the TouchScreen on the Wall Mount

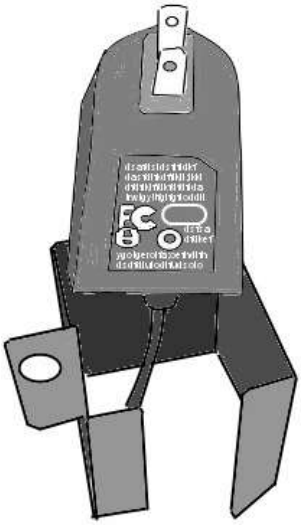
Rather than placing the TouchScreen on a table, desk, or counter, you can use the wall mount to mount the device on the wall.



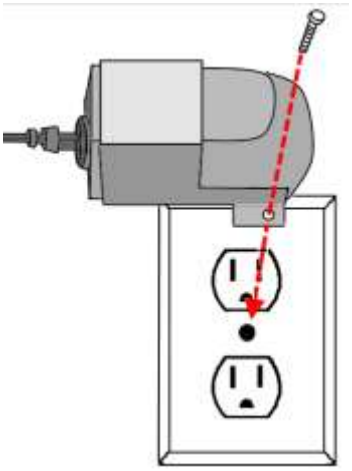


To mount the TouchScreen on the wall:

1. Insert the A/C adapter into the bracket.



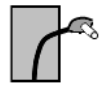
2. Remove the center screw from the wall outlet.



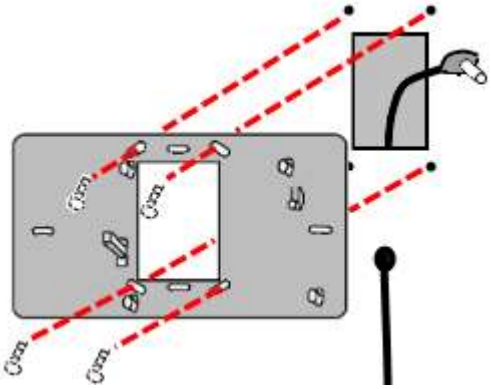
3. Plug the TouchScreen's A/C adapter into the top plug of the wall outlet, and replace the center screw through the bracket hole.

4. Cut a hole in the wall near an unswitched wall outlet (not controlled by a light switch).

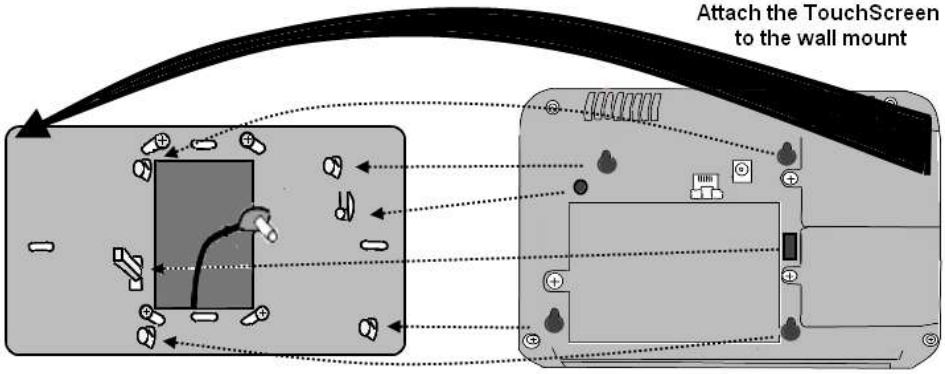
   Drill a hole under the cut-out and work the A/C cable into the hole and out of the cut-out.



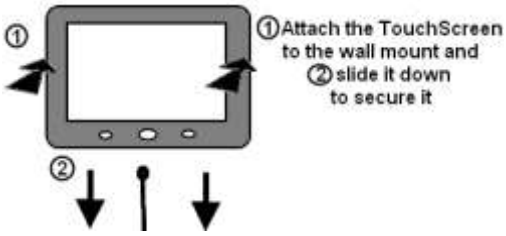
5. Use the supplied screws to secure the wall mount to the wall over the cut-out.



6. Attach the TouchScreen to the wall mount by aligning the wall-mount protuberances to the holes in the back of the TouchScreen.



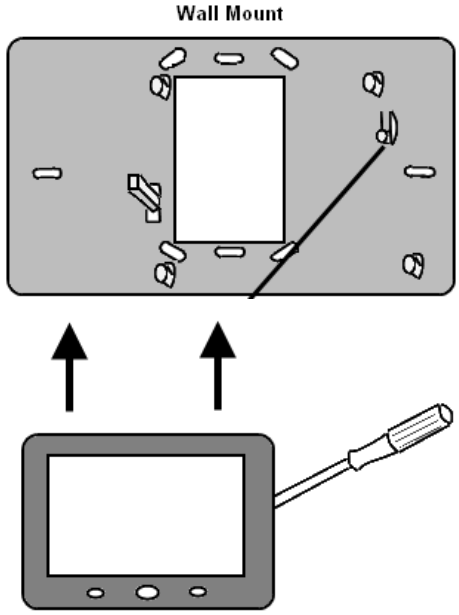
7. After attaching the TouchScreen to the wall mount, slide it down to secure it in place.



Separating the TouchScreen from the Wall Mount

To remove the TouchScreen from the wall mount:

1. Insert a flat-head screwdriver between the device and the wall mount at the location shown in the figure to the right.



2. Slide the TouchScreen up.

Recommendations for Sensor Installation and Placement

Door/Window Sensors and Glass Break Detectors

Install door/window sensors and/or glass break detectors at every *possible* location of entry, both upstairs and down.

Glass Break Detectors

For best detector performance, select a mounting location that is:

- Within 7.6 m (25ft) of the protected glass
- Within clear view of the protected glass
- On the same wall as the protected glass
- At least 2 m (6.5ft) from the floor
- At least 1 m (3ft) from forced-air ducts
- At least 1 m (3ft) from sirens or bells greater that 5 cm (2in.) in diameter
- On a window frame if any heavy window covering is present

Avoid mounting the detector in the following locations:

- In a corner
- On free-standing post or pillars
- In rooms with noisy equipment such as air compressors, bells/ door bell, and power tools
- In bathrooms (a slamming toilet seat will easily fault a glass break detector)

Motion Detectors

When placing motion detectors, anticipate traffic patterns:

- The lanes of traffic most used by people in your home are also those most likely to be used by intruders
- Foyers, stairways, hallways, and entrance-ways are excellent locations for a motion detector
- Do not place motion detectors at the end of hallways where an intruder will be walking directly toward or away from the detector. For best coverage, mount the motion so that the likely direction of intruder motion is across the motion detector's pattern.

A motion detector facing the following can cause false-alarms or failures in detection:

- Direct sunlight
- Cold drafts
- Windows
- Uninsulated walls
- Heat sources such as fireplaces and heating vents
- Moving objects such as fans
- Air-conditioning vents
- Glass furniture
- Obstructions such as curtains, plants, large furniture, and doors

Note: Free-roaming pets pose special problems for motion detectors. Your installer has been trained to help you configure your installation to address your specific pet needs.

Smoke Detector Installation Recommendations

The National Fire Protection Association (NFPA) recommends the following for the number and placement of smoke detectors.

Place smoke alarms as follows:

- In every bedroom, in hallways, and on every level of the premises, including the attic and basement.
- High on a wall or on a ceiling (because smoke rises).
- If a smoke detector is placed on a ceiling, position at least 4 inches (12 cm) from the wall.
- Be careful about placing smoke detectors within 20 feet of a cooking appliance.
- Smoke alarms are an important part of a home fire escape plan.

To maintain your smoke detector:

- Test alarms at least monthly by pushing the test button.
- Replace batteries in all smoke alarms at least once a year. If an alarm “chirps,” warning the battery is low, replace battery right away.
- Replace all smoke alarms when they are ten years old or sooner if they do not respond properly when tested.

Additionally we recommend that you:

- Maintain a 3 foot (about 1 meter) distance from air supply & return vents.
- DO NOT install smoke detectors in a garage or near furnaces.
- Install at least 6 m (20 ft) away from kitchens or other areas where combustion particles are present.
- Install smoke detectors at least 2.5 m (8ft) away from bathrooms.
- DO NOT install in dirty, dusty, or insect infected areas.
- DO NOT install near areas fresh air inlets or returns or excessively drafty areas. Heating/ A/C vents, fans, and fresh air intakes can drive smoke away from smoke detectors.
- Remember that dead air spaces may prevent smoke from reaching a smoke detector.

Camera Installation Recommendations

Camera views are accessible to TouchScreen users and family members who log into the Subscriber Portal. When placing cameras, consider whether their mounting location poses any privacy issues.

System Limitations

Your security system is designed to provide continued protection in the case of a temporary loss of power or Internet connectivity. Still, no alarm system can guarantee protection from burglary or fire in every case. Test your system once a week to be sure it is working as expected (see Testing Your Alarms on page 34). Pay attention to the following:

- It is possible to hear the alarms clearly when you are sleeping, or in all parts of the house?
- Are there unprotected points of entry?
- Are there locations of the house that are separated from all the smoke sensors by a closed door?
- Are there sensors on all levels of the house?
- Have you changed your keypad codes recently to prevent someone from figuring one of them out?

You are alerted if the security system loses all connectivity to Internet and cellular service; however, such an event makes it impossible for your system to send alarms during that time.

Your security system might make you eligible for reduced insurance premiums. Still, a security system is no substitute for insurance, and a security system cannot compensate you for any loss of life or property. For this reason, all sensible safety precautions for preventing fire and intruders are still necessary.

Emergency Preparation

Do not wait until an emergency occurs to make a plan. Talk to each other about what each person should do in an emergency. For example:

- Learn your security system. Get to know how to arm and disarm it, and what to do when the authorities or central monitoring call.
- Be sure everyone (who should know) knows the Secret Word, when to use it, and that it should not be shared.
- Understand the difference between your keypad code and the Duress code.

- Understand that you should never enter the premises if you hear an alarm. Call police from a cell phone or a neighbor’s phone.
- Make a plan for how to leave the house in the case of an emergency. Establish multiple routes and consider how the routes should be different based on the emergency.
- Save yourself first! Do not stop to rescue any possessions.
- Do not open a door if the handle is hot.
- Agree on a single outdoor location for everyone to meet.
- Call the fire department or police from a neighbor’s phone.

Use the space on the following page to draw or write multiple escape plans for each member of the family.

Escape Plans

Appendix D - Quick-Reference Tables

This appendix provides tables that list the ranges and default settings for features in your security system.

Feature	Comments	Ranges and Default Settings
Exit Delay	The time allotted for the customer to exit the premises when the security system is armed; The Exit Delay for Arm Stay and Arm Night modes is twice the configured Exit Delay up to120 seconds.	Default: 60 seconds Range: 30 seconds to 99 seconds
Exit Delay Progress Annunciation	TouchScreen beeps once per second. Twice/second during the last 10 seconds.	Disabled for Arm Stay & Arm Away. This feature is not configurable.
Exit Delay Restart	Entry/Exit zone is faulted, restored and then faulted again prior to the end of the exit delay, then Exit Delay restarts.	One time only. This feature is not configurable.
Exit Error	If an Entry/Exit door is left open at the end of Exit Delay, the Entry Delay starts and, if the system is not disarmed, an alarm sounds.	This feature is not configurable.
Unvacated Premises	During Arm Away, if no Entry/Exit Zone opens and closes during the Exit Delay, the Arming Mode reverts to Armed Stay.	This feature is not configurable.
Entry Delay	The time allotted for the customer to disarm the system after tripping an Entry/Exit security zone.	Default: 30 seconds Range: 30 to 99 seconds
Entry Delay Progress Annunciation	TouchScreen beeps once per second Twice/second during the last 10 seconds.	This feature is not configurable.
Disarm	Enter a keypad code to disarm the system.	This feature is not configurable.
Control buttons	= Home button = Quickarm button = Panic button	The functions of these buttons cannot be changed.

Feature	Comments	Ranges and Default Settings
Emergency Alarms (manual alarms)	 TouchScreen: Press to access Emergency Alarm options. Key Fob/Key Pad: Press and hold for 1.5 seconds to send a panic alarm for police assistance.	The functions of this button cannot be changed.
System Acknowledgement	When armed, TouchScreen beeps 3 times. If armed by key fob, key fob's LED flashes red once and the holds red for two seconds. When disarmed from the TouchScreen, beeps once. If disarmed key fob, key fob's LED flash green once and then hold green for two seconds.	This feature is not configurable.
Remote Arming	Using the key fob, system can be armed in Arm Away mode and Arm Stay mode. Exit Delay period works the same way as non-remote arming. = Arm Stay Mode = Arm Away Mode	The functions of these buttons cannot be changed.
Remote Disarming	Using the key fob, the system can be disarmed from outside the premises. There is no Entry Delay. = Disarm system	This feature is not configurable.
Alarm Transmission Delay (Abort Window)	Length of time after an alarm sounds for the customer to enter a valid keypad code to prevent alarm from being sent to central.	Default: 30 sec. Range: Minimum is 15 sec. and the maximum is 45 sec.
Disarming During the Alarm Transmission Delay	System disarmed by entering a valid keypad code in the TouchScreen or a keypad. If invalid keypad code entered, alarm restarts.	This feature is not configurable.
When alarms are successfully aborted (that is, disarmed during the Alarm Transmission Delay period)	If system is disarmed with within the Alarm Transmission Delay period, no alarm transmission occurs. Contacts can opt not to receive SMS and/or email messages notifying them when an alarm was aborted and that central monitoring was not notified.	By default, Verify contacts are notified by SMS and email when an alarm is disarmed during the Alarm Transmission Delay period. .
Cancel Window	For 5 minutes after the end of the Abort Window, customer can disarm system to send an Alarm Cancel to central monitoring.	This feature is not configurable.
Duress Code	A 4-digit code that sends silent alarm immediately. Otherwise, same as Master keypad code.	Default: Duress Code is disabled.
Initiating Emergency Alarms (aka manual alarms)	This is a 2-step action from the TouchScreen.	Not configurable.
Cross Zoning	Two security zones that only trip an alarm if they are both faulted within a configured period of time. Can only be created after the security zones have been added in a separate step.	Default: 10 seconds Range 1 second to 999 seconds.

Feature	Comments	Ranges and Default Settings
Swinger Shutdown	After the TouchScreen has sent an alarm the set number of times (trips) to central monitoring, no more alarms will be sent to central monitoring for 48 hours or until the security system is disarmed.	Default: 1 trip Range: 1 to 6 trips
Fire Alarm Verification	When enabled, central only contacts the authorities when multiple smoke detectors are faulted OR a one detector is in an alarm for 60 seconds.	Default: Disabled
Call Waiting	Old-fashioned security systems use phone lines to send alarms to central monitoring, so they require a caution included with their control panels alerting Installer that a call waiting features can prevent successful connection to the central station. Since the TouchScreen connects to central monitoring over broadband and cellular, this alert is not required.	
System Test	Perform the system test described under “Testing Your Alarms” on page 55.	
Communications	Test the security system to ensure that it is in proper communication with central monitoring described under “Testing Your Connectivity” on page 60.	
Test In Progress	The titles of all alarm test process screens begin with “Alarm Test”.	Not configurable.
Automatic Termination of Test	There are no conditions that would result in the automatic termination of Test mode. The user must touch the Disarm button on the Alarm Test screen to end the alarm test.	
Screen Brightness	The relative brightness of the TouchScreen screen.	Default: 10 (brightest) Range: 1 to 10
Automatic Screen Dimming	Idle Timeout	Default: 30 minutes Range: 5 minutes to 30 minutes (in 5-minute increments)
	Dimming Level	Default: 10 (brightest) Range: 1 to 10
Screen Nighttime Settings	Backlight off at night	Default: No Range: Yes or No
	Backlight off time	Default :12:00 .A.M.
	Backlight on time	Default :12:00 .A.M.
Screensaver Configuration	Minutes inactive before screensaver comes on	Default: 30 minutes Range: 5 minutes to 30 minutes (in 5-minute increments)
Sound Configuration	Volume control	
Button Configuration	Select the colors the Home button displays when the system is armed, not armed, and not ready to be armed (for example, a door is open).	Default: Red (armed) Green (not armed) Amber (not ready to be armed)
Quickarm button configuration	*Quickarm Button Starts Quickarm* option causes the Quickarm button to arm the system in Arm Away mode without entering a keypad code. *Quickarm Button Prompts for Arming* option causes the Quickarm button to display the keypad screen for arming	
Expose Personal Router to Internet	Whether the retail router connected to the security system router is exposed to the Internet	Default: Not exposed

Appendix E - Compliances

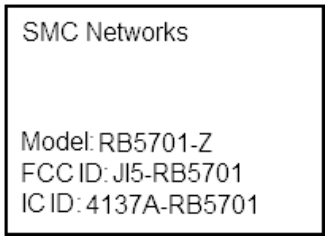
E.1 FCC Notice

This device has been designed, constructed, and tested with for compliance with FCC Rules that regulate intentional and unintentional radiators. As the user of this device, you are not permitted to make any alterations or modifications to this equipment or to use it in any way that is inconsistent with the information described in this quick-start guide, without the express written permission of SMC Networks. Doing so will void your warranty to operate this equipment.

This device complies with Part 15 of the FCC rules. Operation of this device is subject to the following two conditions:

1. This device may not cause harmful interference, and
2. This device must accept any interference received, including interference that may cause undesired operation.

The “IC” designation preceding the radio certification number indicates that this device complies with the Industry of Canada specifications.



E.2 Device Purpose

Fire/Alarm Central Panel

E.3 UL1023 Notice

This device complies with UL1023.

E.4 UL985 Notice

This device complies with UL985.

E.5 UL1635 Notice

This device complies with UL1635.

E.6 ULC S545 Notice

This device complies with ULC S545.

E.7 UL985 Notice

This device complies with ULC C1023.

E.8 ETL Notice

This device complies with all ETL and ETLC safety requirements.

E.9 Limitations of Security Products

Security products and alarm systems do not offer guaranteed protection against burglary, fire, or other emergencies. They may fail to warn for diverse reasons, including (but not limited to): power failure, dead batteries, improper installation, coverage, coverage areas overlooked during installation, defeat by technically sophisticated intruders, component failure, or inadequate maintenance. Alarm systems should be checked weekly to ensure that all devices are working properly.

AN ALARM SYSTEM IS NOT A SUBSTITUTE FOR INSURANCE.

Index

A

Alarm Transmission Delay, 38
Alarms, 13
  testing, 55
Alarms sent from
  key fob, 93
  key pad, 90
Arm Away mode, 35
  arming with key fob, 93
Arm Night mode, 37
Arm Stay mode, 36
  arming with key fob, 93
Arming and disarming the system, 37
Arming modes, 34
  Arm Away, 35
  Arm Night, 37
  Arm Stay, 36
Arming the system, 41
  canceling, 43
  Subscriber Portal, 42
  TouchScreen, 41
  using the key fob, 93
  using the key pad, 89
Assigning cameras to security zones, 52

B

Battery requirements, 94

C

Cameras
  assigning to security zones, 52
  installation and placement, 102
  managing, 49
  modifying video quality, 53
Canceling arming, 43
Changing batteries
  key fob, 92
  key pad, 89
Changing the order of security zones in the TouchScreen, 49
Checking system status
  key fob, 92
  key pad, 89
Cleaning TouchScreen, 86
Components for security, 12
Connectivity
  between home devices and Internet, 61
  managing between TouchScreen and Central Monitoring, 59
  testing, 60
Controls on the TouchScreen, 16
Conventions in this document, ix

D

Dim screen brightness
  after set period elapses, 81
Disabling sensors, 46
Disarming the system, 38
  Subscriber Portal, 40
  TouchScreen, 40
  using the key fob, 93
  using the key pad, 90
Document
  conventions, ix
  organization, viii
Door/window sensors, installation and placement, 99
Duress keypad code, 67

E

Emergency
  alarm, 45
Emergency police alarm
  using the key fob, 93
  using the key pad, 90

Emergency preparation, 102
Event tones, 83
  volume, 85

G

Glass break detectors, installation and placement, 99
Granting home network activity to Internet, 63

H

Hiding home network activity to Internet, 65
Home device conectivity to Internet, 61
Home network activity to Internet
  granting, 63
  hiding, 65
Home screen, 16

I

Installation options for TouchScreen, 94
Internet conectivity to home devices, 61

K

Key fob
  arming the system, 93
  changing batteries, 92
  checking system status, 92
  disarming the system, 93
key pad
  arming the system, 89
  checking system status, 89
  disarming the system, 90
  mounting, 88
Key pad
  changing batteries, 89
Keypad codes, 66
  duress, 67

M

Managing
  cameras, 49
  connectivity between the TouchScreen and the central monitoring stations, 59
  keypad codes, 66
  secret word, 68
  sensors and zones, 46
Modes for arming, 34
Modifying video quality for a camera, 53
Motion detectors, installation and placement, 100
Mounting
  key pad, 88
  TouchScreen, 96

N

Night Mode, 79, 81

O

Options for installing TouchScreen, 94

P

Passcodes, 66
Police alarm
  sent from key fob, 93
  sent from key pad, 90
Positioning the TouchScreen, 94
Preparing for emergencies, 102

Q

Quickarming, 44
Quick-reference tables, 104

R

Rebooting TouchScreen, 77
Recalibrating the TouchScreen, 77

S

Screen brightness, 78
  default, 79
  dim after set period elapses, 81
Screensaver for TouchScreen, 82
Secret word, 68

Security
components, 12
zones, 12
Security account information, 68
Security status header on the TouchScreen, 17
Security zones assigned to cameras, 52
Sending emergency alarm, 45
Sending emergency police alarm
key fob, 93
key pad, 90
Sensor installation and placement
cameras, 102
door/window sensors, 99
glass break detectors, 99
motion detectors, 100
smoke detectors, 101
Sensor testing, 58
Sensors
disabling, 46
managing, 46
Separating TouchScreen from wall-mount, 99
Signal strength, 60
Smash and grab, 34, 46
Smoke detector
installation and placement, 101
Specifications for TouchScreen, 86
Subscriber Portal
arming the system, 42
disarming the system, 40
overview, 16
System
arming, 41
canceling arming, 43
disarming, 38
quickarming, 44
System & Zone Trouble header, 18
System & zone trouble header messages, 20
System limitations, 102
System status
key fob, 92
key pad, 89

T

Testing
alarms, 55
connectivity, 60
Tone volume for events, 85
Tones and volumes for TouchScreen, 83
Tones for events, 83
TouchScreen
changing the order of security zones, 49
cleaning, 86
configuring screen to dim, 81
controls, 16
default screen brightness, 79
device home screen, 16
disarming the system, 40
event tone volume, 85
event tones, 83
installation options, 94
managing connectivity with central monitoring stations, 59
mounting on a wall, 96
Night Mode, 79
positioning, 94
rebooting, 77
recalibrating, 77
screen brightness, 78
screensave, 82
security status header, 17
separating from wall mount, 99
specifications, 86
System & Zone Trouble header, 18
tones and volumes, 83
TouchScreen, arming the system, 41
Trouble header messages, 20

V

Video quality of camera, 53
Viewing
TouchScreen specifications, 86
zone event history, 48

W

Wall-mounting the TouchScreen, 96

Z

Zone activity events, 48
Zone event history, 48
Zones, 12
  managing, 46

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